

ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Title Page
1st Revised Sheet 1

Effective: March 16, 2022

THE SOUTHERN NEW ENGLAND TELEPHONE COMPANY d/b/a FRONTIER COMMUNICATIONS OF CONNECTICUT

ADVANCED SERVICES (1)

Advanced Services are provided by means of wire, radio, fiber optics, satellite or any other suitable technology or combination thereof.

Effective September 30, 2011, Asynchronous Transfer Mode (ATM) and Frame Relay services defined in this Product Guide will no longer be available to new customers. Existing term plan customers of Frame Relay Service and ATM Service may add, move, remove or change lines and/or locations for the duration of their current term plan agreement, but may not enter into any new term plan agreements except a new 12 month term for service additions as permitted above. The Company will support one extension of an existing non-expired term plan agreement (other than a new term plan for service additions as provided above) past its current term for twelve (12) months, provided the extension is signed on or before June 30, 2013, and the extension period expires no later than June 30, 2014. Upon expiration of the extension and for existing customers who do not extend an existing non-expired term plan agreement, service will continue on a month-to-month basis at the same rates in effect for such service immediately prior to such expiration, until the service is discontinued on at least 30 days prior notice by the customer or on at least 30 day notice by the Company. During such month-to-month period, the Company may change rates, terms and conditions applicable to the customer's service upon at least 30 days written notice to the customer. Effective September 30, 2011, early termination charges shall not apply to any Asynchronous Transfer Mode (ATM) and Frame Relay services defined in this Product Guide.

Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
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(N)

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

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- (2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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USER'S GUIDE (1)

Page Numbering - Page numbers appear in the upper right corner of each page. Pages are numbered sequentially. New pages added between existing pages already in effect will have a decimal. For example, new pages added between pages 10 and 11 would be 10.1, 10.2, etc.

Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version. For example, the 2nd Revised Page 10 cancels and replaces the 1st Revised Page 10.

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Effective: August 14, 2017

CONCURRING, CONNECTING, AND OTHER PARTICIPATING CARRIERS (1)

CONCURRING CARRIERS

No Concurring Carriers

CONNECTING CARRIERS

No Connecting Carriers

OTHER PARTICIPATING CARRIERS

No Other Participating Carriers

REFERENCE TO OTHER PRODUCT GUIDES (1)

No References to Other Product Guides

REFERENCE TO OTHER PUBLICATIONS (1)

No References to Other Publications

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EXPLANATION OF SYMBOLS (1)

Changes to this Product Guide shall be identified on the revised page(s) through the use of symbols. The following symbols are used for the purposes indicated below:

- (C) - Changed regulation
- (D) - Discontinued rate or regulation
- (I) - Increased rate or charge
- (M) - Moved text from one page to another without a change
- (N) - New rate or regulation
- (R) - Reduced rate or charge
- (S) - Reissued text
- (T) - Textual change but no change in rate or regulation
- (Z) - To signify a correction

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DEFINITION OF TERMS AND ABBREVIATIONS (1)

The following are definitions of generally used terms in this Product Guide.

CLEC – Competitive Local Exchange Carrier

COMMITTED INFORMATION RATE – The bit rate that the network commits to transfer data under normal conditions. Each PVC is assigned a committed information rate (CIR).

COMPANY – Frontier Communications of Connecticut.

CUSTOMER – Any person, firm, partnership, corporation or other entity who subscribes to Service under the terms and conditions of this Product Guide.

CUSTOMER DESIGNATED PREMISES – A physical location where Company's facilities terminate to the Customer equipment or facilities.

END USER – An individual, association, corporation, government agency or entity that subscribes to the Service and does not resell the Service to others or use the Service as an input to provide an information Service to others.

ILEC – Incumbent Local Exchange Carrier

IXC – Interexchange Carrier

LOGICAL CONNECTION – Provides end-to-end information transfer capability from one port to another.

PERMANENT VIRTUAL CONNECTION – Software defined logical paths established between two or more points (point to point or point to multi-point). All cells, in all sessions between two end points, follow the same route. The PVC defines the logical path from the Customer's premises through Company's ATM network to the desired destination, typically another Customer premises location. The PVC is established with the Customer's desired bandwidth at the time the circuit is initially turned up for service, which will remain in place until the Customer decides to change the PVC path or bandwidth.

VIRTUAL SESSION – The active communications path between Company's ATM network and End User premises.

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APPLICATION OF PRODUCT GUIDE (1)

This Product Guide contains the regulations, rates and charges applicable to the provision of intrastate advanced telecommunications Services (“Services”) by Frontier Communications of Connecticut (hereinafter referred to as “Company”) between domestic points within the State of Connecticut, subject to the jurisdiction of the Connecticut Department of Public Utility Control.

The services found in this Section of the Product Guide are available for Resale at the applicable resale discount.

This Product Guide is on file with the Department. In addition, this Product Guide is available for public inspection during normal business hours at the Company’s principal place of business.

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REGULATIONS (1)

- 2.1 Undertaking of the Company
 - 2.1.1 Service is furnished for intrastate advanced telecommunications Services originating or terminating at specified points within the state.
 - 2.1.2 Company shall operate and maintain Service provided hereunder in accordance with the terms and conditions set forth in this Product Guide.
 - 2.1.3 Company may, when authorized by Customer, act as Customer's agent for ordering dedicated access lines, facilities or network elements provided by other carriers to allow connection of Customer's locations to Company's network or to the network of an underlying carrier or Service.
 - 2.1.4 Company will pass on and bill to Customer any charges it incurs (including any applicable recurring and nonrecurring charges, time and material charges, or special construction charges) from other Service providers, such as ILECs, IXCs and CLECs, necessary to complete provision or maintenance of a Service offered in this Product Guide to Customer's designated premises. This does not include charges incurred by Company from other Service providers to provide Services to Customer on an expedited basis.
 - 2.1.5 Company will pass on and bill to Customer any charges it incurs (including any applicable cancellation or termination charges) from other Service providers, such as ILECs, IXCs and CLECs, if Customer cancels an order prior to the Company committed Service date.
 - 2.1.6 Services are provided 24 hours daily, seven days per week except as set forth in other paragraphs of this Product Guide.
 - 2.1.7 Company shall be responsible for the installation, operation and maintenance of the Services under this Product Guide.
 - 2.1.8 Company reserves the right to test its Services for purposes including, but not limited to, the installation, operation and maintenance of the Services provided under this Product Guide. Invasive testing may result in interruptions of Service.
 - 2.1.9 Facilities utilized by Company to provide Service under the provisions of this Product Guide shall remain the property of the Company.
 - 2.1.10 Company does not warrant that its facilities and Services meet standards other than those set forth in this Product Guide, specifically referenced industry standards or in network change notifications issued in compliance with applicable Rules and Regulations.

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REGULATIONS (1)

2.2 Limitations of Service

- 2.2.1 Service is offered subject to the availability of the necessary facilities and equipment and subject to the provisions of this Product Guide. Service may not be available in some locations or in some areas.
- 2.2.2 Company reserves the right to discontinue furnishing Service, or to limit the use of the Service, when necessitated by conditions beyond its control, when Customer is using Service in violation of the law or in violation of the provisions of this Product Guide or for nonpayment by Customer.
- 2.2.3 Customer may not transfer or assign the use of Service, except with the prior written consent of Company. All regulations and conditions contained in this Product Guide, as well as all conditions for Service, shall apply to all such permitted assignees or transferees. Except and to the extent that applicable laws or regulation require such notice, Company may assign its rights and obligations hereunder in whole or in part without notice to Customer.
- 2.2.4 Customer may not use Services contained herein for any unlawful purpose, however, Company is in no way obligated to monitor or police such activity.
- 2.2.5 Company may require Customer to sign an application form furnished by Company and to establish credit as provided in this Product Guide, as a condition precedent to the initial establishment of Service. Company's acceptance of an order for Service to be provided to an applicant whose credit has not been duly established may be subject to the deposit provisions of this Product Guide. Company may also require a signed authorization from Customer for additions to or changes in existing Service for such Customer.

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Effective: August 14, 2017

REGULATIONS (1)**2.3 Limitations of Liability**

- 2.3.1 Company warrants that the Service will be installed and maintained in good working order and that the Service will perform substantially in accordance with the requirements of this Product Guide.
- 2.3.2 Company's warranty does not cover repairs for damages caused by any negligence, gross negligence, or intentional acts or omissions of Customer, or its officers, agents or employees. Except as specifically provided for herein, Company expressly disclaims all other warranties with respect to the Service, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose.
- 2.3.3 Company's sole liability, whether in contract or in tort (including negligence, gross negligence or strict liability), for any failure, defect, error, loss, or omission in the provisioning of the Service ("Service Interruption") of any kind including, but not limited to, Service Interruption alleged to be caused by defective customer-owned or provided equipment or customer premises equipment ("Customer Equipment"), even if provided or installed by Company, is limited to refund of the proportionate charge for the period during which the Service was affected.
- 2.3.4 In no event will Company be liable to Customer, under any circumstances, for indirect, incidental, special or consequential damages of any kind whatsoever including, but not limited to, lost profits, lost revenue, failure to realize expected savings and loss of data, regardless of the form of action and whether or not such damages are foreseeable.
- 2.3.5 Company shall not be liable for unlawful use, or use by any unauthorized person, of its Service, or for any claim arising out of a breach in the privacy or security of communications transmitted by Company.
- 2.3.6 Company shall not be liable for any act or omission of other carriers whose facilities may be utilized in establishing connections to points not reached by Company's facilities. Customer shall indemnify and hold harmless Company from any third-party claims asserting such liability.
- 2.3.7 Company shall not be liable for any damages Customer may incur as a result of the unauthorized use of the Services provided under this Product Guide. Customer is responsible for controlling access to, and the use of, the Services provided by Company.
- 2.3.8 Company shall not be liable for temporary interruptions of Service that may occur as normal events in the provision of Service. Company has no control over third party networks accessed in the course of Customer's use of Service, therefore, Company shall not be liable for any delays and disruption caused by other network transmissions beyond Company's control.

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REGULATIONS (1)

2.4 Force Majeure

Company will not be liable for any loss or damage resulting from any cause beyond Company's reasonable control, such as, but not limited to, fire, explosion, lightning, flood, earthquake, power surges or failures, strikes or labor disputes, floods, storms, tornadoes, acts of war, civil disturbances, acts of civil or military authorities or the public enemy, delays caused by Customer, Customer Equipment or Customer Service or equipment vendors or any other cause beyond Company's.

On the occurrence of any such event and to the extent such occurrence interferes with Company's obligation under this Product Guide, Company will be excused from such obligations during the period of such interference, provided that Company uses all reasonable efforts available to Company to avoid or remove such causes of inability to meet such obligation.

2.5 Law Enforcement and Civil Process

2.5.1 Intercept Devices. Local and federal law enforcement agencies periodically request information or assistance from telecommunications carriers. When Company receives a request associated with the Customer, Company will comply with any valid request, to the extent Company is able to do so. If such compliance requires the assistance of Company, such assistance will be provided.

2.5.2 Subpoenas. If Company receives a subpoena for information concerning an End User Company knows to be Customer's End User, Company will refer the subpoena to the requesting entity indicating that Customer is the responsible company. Provided, however, if the subpoena requests records for a period of time during which Company was the End User's Service provider, Company will respond to any valid request to the extent Company is able to do so. If response requires the assistance of Customer, such assistance shall be provided by Customer.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

REGULATIONS (1)

2.6 Provision of Services

2.6.1 Company will provide to the Customer the Services offered in this Product Guide at the specified rates and charges, to the extent that such Services are or can be made available with reasonable effort.

2.6.2 The Services provided under this Product Guide are provided over such routes and facilities as Company may elect. Requests for special facilities or routing of Service may require special construction charges. Special construction is required if 1) facilities or equipment is not available to meet an order for Service and Company or its vendors must construct facilities; 2) Customer requests Service to be furnished using a type of facility or equipment, or via a route, other than that which Company would normally utilize in providing the requested Service; or 3) Customer requests construction be expedited resulting in added cost to Company.

Special construction charges will be developed based on estimated costs.

Written Customer approval and prepayment of all special construction charges must be provided to Company prior to start of construction. In the event the special construction charges are not acceptable to Customer and Customer refuses to pay those charges, Customer or Company can elect to terminate the request for service without penalty.

Company reserves the right to refuse Service if such special facilities or routing is deemed by Company to be detrimental to its economic, operational, security or other such interest.

2.7 Operation and Maintenance

2.7.1 Maintenance of Service

Company shall maintain the Services provided under this Product Guide. The Customer or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by Company, other than by connection or disconnection to any interface means used, except with the written consent of Company.

Company reserves the right to temporarily suspend Service to allow for maintenance.

2.7.2 Availability of Testing

The Services provided under this Product Guide shall be available to Company at times agreed upon in order to permit Company to make tests and adjustments appropriate for maintaining the Services in satisfactory operating condition. Such tests and adjustments shall be completed within a reasonable time. No credit will be allowed for any interruptions involved during such tests and adjustments.

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REGULATIONS (1)**2.7 Operation and Maintenance (Cont'd)****2.7.3 Interference or Impairment**

The characteristics and methods of operation of any circuits, facilities or equipment provided by other than Company and associated with the facilities utilized to provide Services under this Product Guide shall not interfere with or impair Service over any facilities of Company, its affiliated companies or its connecting or concurring carriers involved in its Services, cause any damage to their plant, impair the privacy of any communications carried over their facilities or create hazards to the employees of any of them or the public. Company will, where practicable, notify the Customer that temporary discontinuance of the use of a Service may be required. Where prior notice is not practicable, nothing contained herein shall be deemed to preclude Company's right to temporarily discontinue forthwith the use of a Service if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition that gave rise to the temporary discontinuance. In such case the condition is not promptly or adequately corrected, Company shall immediately discontinue Service.

2.8 Refusal and Discontinuance of Service

2.8.1 Company may refuse additional applications for Service or discontinue the provision of Services as set forth below if a Customer fails to comply with the terms of the Product Guide contained herein ("Non-complying Customer").

On thirty (30) calendar days' written notice to the person designated by that Customer to receive such notices of noncompliance, Company may:

2.8.1.A Refuse additional applications for Service and/or refuse to complete any ending orders for Service by the Non-complying Customer at anytime thereafter. If Company does not refuse additional applications for Service on the date specified in the thirty (30) calendar days' notice, and the Customer's noncompliance continues, nothing contained here shall preclude Company's right to refuse additional applications for Service to the Non-complying Customer without further notice; or

2.8.1.B Discontinue the provision of the Services to the Non-complying Customer at any time thereafter. In the case of such discontinuance, all applicable charges, including termination charges, shall become due. If Company does not discontinue the provision of Services involved on the date specified in the thirty (30) calendar days' notice and the Customer's noncompliance continues, nothing contained herein shall preclude Company's right to discontinue the provision of the Services to the Non-complying Customer without further notice.

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REGULATIONS (1)**2.8 Refusal and Discontinuance of Service (Cont'd)**

2.8.2 When Service is provided by more than one company, the companies involved in providing the joint Service may individually or collectively deny Service to a Non-complying Customer. Where the companies affected by the Non-complying Customer are incapable of effecting discontinuance of Service without cooperation from the other joint providers of the Service, such other companies will, if technically feasible, assist in denying the joint Service to the Non-complying Customer. Service denial for such joint Service will only include transmission, which originate or terminate within or transit, the operating territory of the companies initiating the Service denial for the Non-complying Customer. When more than one of the joint Service providers must deny Service to effectuate termination for noncompliance, in cases where a conflict exists in the applicable Product Guide provisions, the Product Guide regulation of the company where the Customers end office is located shall prevail for joint Service discontinuance provisions.

2.9 Use of Service**2.9.1 Assignment and Transfer of Facilities**

2.9.1.A The Customer may not assign, or transfer (e.g. through mergers, acquisitions, consolidations, etc.) the use of Services provided under this Product Guide except, where there is no interruption of use or relocation of the Services, such assignment or transfer may be made to:

2.9.1.A.1 Another Customer, whether an individual, partnership, association or Corporation, provided the assignee or transferee assumes all outstanding indebtedness for such Services, the unexpired portion of the minimum period or Term Pricing Plan (TPP), the applicable charges associated with any name change on billing and Service records, and the termination liability applicable to such Services, if any;
or,

2.9.1.A.2 A court appointed receiver, trustee or other person acting pursuant to law in bankruptcy, receivership, reorganization, insolvency, liquidation or other similar proceedings, provided the assignee or transferee assumes the unexpired portion of the minimum period or TPP, the applicable charges associated with any name change on billing and Service records, and the termination liability applicable to such Services, if any.

2.9.1.B In all cases of assignment or transfer, the written acknowledgement of Company is required prior to such assignment or transfer and such acknowledgement shall be made within fifteen (15) calendar days from the receipt of notification. The assignee or transferee (new Customer) shall provide to Company the written release of the use of such Services from the assignor or transferor (former Customer). All regulation, conditions and applicable charges, as set forth in this Product Guide, shall apply to such assignee or transferee.

2.9.1.C The assignment or transfer of Services does not relieve or discharge the assignor or transferor from remaining jointly and severally liable with the assignee or transferee for any obligations existing at the time of the assignment or transfer.

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REGULATIONS (1)

2.9 Use of Service (Cont'd)

2.9.2 Unlawful and Abusive Use

2.9.2.A The Services provided under this Product Guide shall not be used for an unlawful purpose or used in an abusive manner. Abusive use includes:

2.9.2.A.1 The use of the Service by Customer, anonymously or otherwise, in a manner reasonably expected to frighten, abuse, torment or harass another; or,

2.9.2.A.2 The use of the Service in such a manner as to interfere unreasonably with the use of the Service by one or more Customers.

2.9.2.B Company shall, upon written request from a Customer, another telecommunications company or lawful authority, terminate Service to any subscriber or Customer identified as having utilized Service provided under this Product Guide in the completion of abusive or unlawful transmissions.

2.9.2.C In such instances when termination occurs, Company shall be indemnified, defended and held harmless by the Customer or any other telecommunications company or party against any claim, loss or damage arising from Company's actions in terminating such Service, unless caused by the negligence of Company.

2.10 Obligations of Customer

2.10.1 Equipment, Space and Power

The Customer shall furnish, or arrange to have furnished, to Company, at no charge, an environment conducive to the operations of equipment, as well as the space and electrical power required by Company to provide Services under this Product Guide at the points of termination of such Services. The selection of AC or DC power shall be mutually agreed to by the Customer and Company. The Customer shall also make necessary arrangements in order that Company may have access to such spaces at reasonable times for installing, testing, repairing or removing Services of Company.

2.10.2 References to Company

The Customer may advise End Users that certain Services are provided by Company in connection with the Service the Customer provides to End Users. However, the Customer shall not represent that Company jointly participates in the Customer's Services. Customer may not use any logo, trademark or other intellectual property right of Company without prior written permission.

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REGULATIONS (1)**2.10 Obligations of Customer (Cont'd)****2.10.3 Damages**

The Customer shall reimburse Company for damages to Company facilities utilized to provide Services under this Product Guide caused by the negligence, gross negligence or intentional act or omission of the Customer or resulting from the Customer's improper use of Company facilities, or due to malfunction of any facilities or equipment provided by other than the Company. Nothing in the foregoing provision shall be interpreted to hold one Customer liable for the actions of another Customer. Upon reimbursement for damages, Company will cooperate with the Customer in prosecuting a claim against the person causing such damage. The Customer shall be subrogated to the right of recovery by Company for the damages to the extent of such payment.

2.10.4 Claims and Demands for Damages

2.10.4.A With respect to claims of patent infringement made by third persons, the Customer shall defend, indemnify, protect and hold harmless Company from and against all claims arising out of combining with, or use in connection with, the Services provided under this Product Guide, any circuit, apparatus, system or method provided by the Customer.

2.10.4.B The Customer shall defend, indemnify and hold harmless Company from and against any suits, claims and losses or damages, including punitive damages, attorneys' fees and court costs by third persons, arising out of the construction, installation, operation, maintenance or removal of the Customer's circuits, facilities or equipment connected to Company's Services provided under this Product Guide including, without limitation, Workmen's Compensation claims, actions for infringement of copyright and/or unauthorized use of program material, libel and slander actions based on the content of communications transmitted over the Customer's circuits, facilities or equipment, and proceedings to recover taxes, fines or penalties for failure of the Customer to obtain or maintain, in effect, any necessary certificates, permits, licenses or other authority to acquire or operate the Services provided under this Product Guide; provided, however, the foregoing indemnification shall not apply to suits, claims, and demands to recover damages for damage to property, death or person injury unless such suits, claims or demands are based on the tortious conduct of the Customer, its officers, agents or employees.

2.10.5 Certification of Service as Intrastate

By ordering Services contained herein, Customer certifies Service will be used solely and exclusively for traffic that is intrastate in nature or for jurisdictionally mixed traffic which contains 10% or less interstate traffic.

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REGULATIONS (1)

2.11 Billing and Payment

- 2.11.1 Company or its billing agent will bill Customer (and not Customer's End User) and Customer will pay to Company or its billing agent on a monthly basis the charges set forth in this Product Guide. Charges will commence on the date Service is made available by Company under this Product Guide and will continue through the date Service is disconnected.
- 2.11.2 Charges are due on the date specified on the bill ("Payment Date").
- 2.11.3 Company or its billing agent may assess a late payment charge on any charges not received by the Payment Date. The late payment charge will be calculated according to the prevailing collections policy in place by Company or its billing agent, based on per month invoiced charges or portion thereof, for the period from the Payment Date until the payment is received. In no event will such charge exceed the maximum amount allowed by law.
- 2.11.4 Customer is responsible for payment of all charges for Service furnished to or used by Customer, or Customer's agents, servants, employees, or End Users. Customer is also responsible for payment of charges for all other third persons' use of Service to which Customer subscribes. All charges due from Customer are payable to Company or to Company' authorized billing agent in immediately available U.S. dollars. Any objections to billed charges must be reported to Company or its billing agent within thirty (30) calendar days after receipt of bill. Adjustments to Customer's bill shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.
- 2.11.5 If a billing dispute is resolved in favor of Customer, any billed charges and late payment charges collected on the disputed amount will be credited to Customer on Customer's bill.
- 2.11.6 If a billing dispute is resolved in favor of Company, any payments withheld pending settlement of the dispute shall be subject to the late penalty payment set forth above.
- 2.11.7 If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Connecticut Department of Public Utility Control in accordance with the Commission's applicable rules of procedure and Connecticut General Statutes § 16-19 jj and 16-20. The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute. The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.
- 2.11.8 The security of Customer's authorization or access codes is the responsibility of Customer. Customer shall be responsible for payments of all charges applicable to the Service, including in cases where the Service was accessed in a manner not authorized by the Customer.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
Original Sheet 16

Effective: August 14, 2017

REGULATIONS (1)

2.12 Deposits, Advance Payments and Adjustments

- 2.12.1 Company or its agent may require a deposit at the time of application to be held as a guarantee of payment of charges. In addition, an existing Customer may be required to make a deposit or increase a deposit currently held. Company shall pay interest on deposits pursuant to any applicable rules and regulations.
- 2.12.2 The fact that a security deposit has been made in no way relieves Customer from prompt payment of bills upon presentation.
- 2.12.3 Company may require or receive advance payment from Customer for purposes including, but not limited to, security deposit and prepayment of Service.
- 2.12.4 Company reserves the right to issue credits and adjustments to Customer.

2.13 Taxes

2.13.1 General

- 2.13.1.A With respect to any purchase of Service under this Product Guide, if any Federal, state or local government tax, fee, surcharge, or other tax-like charge (a "Tax") is required or permitted by applicable law, ordinance or Product Guide to be collected from Customer by Company, then (i) Company will bill, as a separately stated item, Customer for such Tax, (ii) Customer will timely remit such Tax to Company, and (iii) Company will remit such collected Tax to the applicable taxing authority, to the extent applicable.

With respect to contributions to funds applicable to Company's services, Company shall solicit, collect and remit funds in accordance with applicable laws and regulations.

- 2.13.1.B If Company does not collect a Tax because Customer asserts that it is not responsible for the Tax or is otherwise excepted from the obligation, which is later determined by formal action to be wrong then, as between Company and Customer, Customer will be liable for such uncollected Tax and any interest due and/or penalty assessed on the uncollected Tax by the applicable taxing authority or governmental entity.
- 2.13.1.C If Company or Customer is audited by a taxing authority or other governmental entity both Company and Customer agree to reasonably cooperate with the other being audited in order to respond to any audit inquiries in a proper and timely manner so that the audit and/or any resulting controversy may be resolved expeditiously.
- 2.13.1.D If applicable law excludes or exempts a purchase of Services under this Product Guide from a Tax, and if such applicable law also provides an exemption procedure, such as an exemption certificate requirement, then, if Customer complies with such procedure, Company, subject to paragraph 2.13.B above, will not collect such Tax during the effective period of the exemption. Such exemption will be effective upon Company's receipt of the exemption certificate or affidavit.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

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The Southern New England Telephone Company
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Section 1
Original Sheet 17

Effective: August 14, 2017

REGULATIONS (1)

2.13 Taxes (Cont'd)

2.13.1 General (Cont'd)

- 2.13.1.E If applicable law excludes or exempts a purchase of Services under this Product Guide from a Tax, but does not also provide an exemption procedure, then Company will not collect such Tax if Customer (i) furnishes Company with a letter signed by an officer of Customer claiming an exemption and identifying the applicable law which allows such exemption, and (ii) supplies Company with an indemnification agreement, reasonably acceptable to Company, which holds Company harmless on an after-tax basis with respect to forbearing to collect such Tax.
- 2.13.1.F With respect to any Tax or Tax controversy covered by this paragraph, Customer will be entitled to contest, pursuant to applicable law, and at its own expense, any Tax that it is ultimately obligated to pay. Customer will be entitled to the benefit of any refund or recovery resulting from such a contest.
- 2.13.1.G Failure to include Taxes on an invoice or to state a Tax separately shall not impair the obligation of Customer to pay any Tax. Nothing shall prevent Company from paying any Tax to the appropriate taxing authority prior to the time: (1) it bills Customer for such Tax or (2) it collects the Tax Customer. Notwithstanding anything in this Product Guide to the contrary, Customer shall be liable for and Company may collect Taxes which were assessed by or paid to an appropriate taxing authority within the statute of limitations period but not included on an invoice within four (4) years after the Tax otherwise was owed or due.

2.14 Customer Equipment

Service may be used with or terminated in Customer Equipment. Such Customer Equipment shall be furnished by and maintained at the expense of Customer, except as otherwise provided. Customer is also responsible for all costs it incurs in the use of Service, including but not limited to Customer Equipment, wiring, electrical power, and personnel. When such Customer Equipment is used, it must be compatible with Company equipment and standards used to provide Service, and shall in all respects comply with the minimum protective standards of Company.

2.15 Interconnection

Service furnished by Company may be connected with the Services or facilities of other carriers. Customer is responsible for all charges billed by other carriers in connection with the use of Service. Any special equipment or facilities necessary to achieve compatibility between carriers are the sole responsibility of the Customer.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

REGULATIONS (1)

2.16 Inspection, Testing and Adjustments

2.16.1 Company may make such tests and inspection as may be necessary to determine whether Product Guide requirements are being complied with in the installation, operation and maintenance of Customer Equipment or Company's equipment. Company may, without notice, interrupt Service at any time, as necessary, because of a departure from any of these requirements and may continue such interruption until its requirements have been satisfied.

2.16.2 The facilities provided by Company shall be made available to Company by Customer for such tests and adjustments as may be necessary for their maintenance to a condition satisfactory to Company.

2.16.3 Company shall not be liable to Customer for any damages for Service Interruption pursuant to this paragraph.

2.17 Provision of Service

Services are provided only in those geographic areas where facilities exist, where Company in its discretion determined (subject to applicable law) to provide Service, and where Company is authorized to provide Services. Provision of Services offered under this Product Guide is subject to availability.

2.18 Contract or Agreement

Company will offer Contract Service Arrangements to meet the diverse communications needs of Company's Customers. All terms and conditions as specified in the Product Guide will apply unless otherwise specified in the contract between Company and the Customer.

2.19 Other Rules

Company reserves the right to discontinue Service, in whole or in part, limit Service or to impose requirements on Customers as required to meet changing regulations, rules or standards of the Commission.

Company also reserves the right to modify or change the network specifications without separate notice to Customer.

In the event terms of this Product Guide are changed, Customer will be on constructive notice of the change through the filing of Product Guide revisions.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

REGULATIONS (1)

2.20 Standard ATM/Frame Relay Service Level Agreement (SLA) (2) (C)

The Standard ATM/Frame Relay SLA applies to Customers who purchase Asynchronous Transfer Mode (ATM) Service or Frame Relay Service. When Customer purchases ATM or Frame Relay Service described above, Customer accepts the Standard ATM/Frame Relay SLA for those new ATM or Frame Relay Service elements and any existing ATM or Frame Relay Service elements provided on the same network as those new ATM or Frame Relay Service elements. The Standard ATM/Frame Relay SLA is available at no additional cost to Customer. The total amount of the Service credit Customer receives for any Port or PVC/VPC/VCC for any month shall not exceed 100% of the monthly recurring charge associated with the Port or PVC/VPC/VCC. The Standard ATM/Frame Relay SLA will apply until Service is disconnected.

2.20.1 Frame/Cell Delivery Ratio

For ATM and Frame Relay Services provided to the Customer, Company is committed to maintaining data throughput across the Company-provided, Customer-specific network at a Frame/Cell Delivery Ratio of 99.99% per PVC/VPC/VCC from ingress switch port to egress switch port during each calendar month, under normal conditions.

2.20.1.A Frame/Cell Delivery Ratio is calculated as the percentage of Customer-specific Frames/Cells offered to the network that successfully egress the network (ingress switch port to egress switch port) within the Committed Information Rate (CIR) for Frame Relay or within the Sustained Information Rate (SIR) for ATM, and within a calendar month. The calculation for Frame/Cell Delivery Ratio for a given calendar month shall be as follows:

$$\text{Frame/Cell Delivery Ratio} = \frac{\text{Total Customer-specific Frames/Cells that successfully egress the network}}{\text{Total number of Customer-specific Frames/Cells offered to the network}}$$

The following will be excluded from any determination of Frame/Cell Delivery Ratio:

- Force majeure events as outlined in Paragraph 2.4, preceding;
- Data lost during Company’s scheduled maintenance window;
- Data exceeding the subscribed Committed Information Rate (CIR) for Frame Relay or Sustained Information Rate (SIR) for ATM;
- Failures attributed to facilities or equipment provided by another party or the Customer;
- Failures attributed to unauthorized use of Service or inaccurate network specifications requested by Customer;
- Failures attributed to negligence or willful misconduct by the Customer;
- UBR VPC/VCCs;
- Access failures;
- PVC/VPC/VCCs that transmit data across oversubscribed ingress or egress ports, which includes data not marked “discard eligible” and instances where cell loss priority equals one.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

(2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
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(N)

ADVANCED SERVICES PRODUCT GUIDE

REGULATIONS (1)

2.20 Standard ATM/Frame Relay Service Level Agreement (SLA) (2) (Cont'd) (C)

2.20.1 Frame/Cell Delivery Ratio (Cont'd)

2.20.1.B Customer is responsible for notifying Company when the Customer-specific Frame/Cell Delivery Ratio falls below 99.99% for a PVC/VPC/VCC within the calendar month. Customer must request a service credit within forty-five (45) calendar days after the end of the calendar month in which the failure occurred.

Upon verification by Company that the actual Customer-specific Frame/Cell Delivery Ratio for a PVC/VPC/VCC was below 99.99%, Company has thirty (30) calendar days to correct the problem. If after thirty (30) calendar days the Frame/Cell Delivery Ratio is still below 99.99%, Customer will be entitled to a service credit equal to:

- 50% of the monthly recurring charges for all affected Ports and/or PVC/VPC/VCCs for the subsequent month in which the Customer-specific Frame/Cell Delivery Ratio was below 99.99%.

2.20.2 Time to Repair

For ATM/Frame Relay Services provided to Customer, Company is committed to maintaining a 4-hour maximum repair time per PVC/VPC/VCC, Port or Port and Access outage (or an 8-hour maximum repair time if a technician is required to be dispatched). This includes the Access and equipment when provided by Company. This applies only to those troubles reported by Customer to the Data Service Center (DSC).

2.20.2.A Elapsed time begins when the trouble call is received by the Data Service Center (DSC) and ends when the service is restored to normal operating performance.

The following shall be excluded from any determination of Time To Repair:

- Force majeure as outlined in Paragraph 2.4 preceding;
- Data lost during Company’s scheduled maintenance window;
- Failures attributed to facilities or equipment provided by another party or the Customer;
- Network Interface Device failures;
- Customer Equipment failures;
- Customer “no access” time as defined below:
 - Customer not available;
 - Coordinated Vendor meeting;
 - Abeyance on Customer request;
 - After hours testing because no Customer daytime release; or
 - Tickets referred to another party.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

(2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
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(N)

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Section 1
1st Revised Sheet 21

Effective: March 16, 2022

REGULATIONS (1)

2.20 Standard ATM/Frame Relay Service Level Agreement (SLA) (2) (Cont'd) (C)

2.20.2 Time to Repair (Cont'd)

2.20.2.B Customer is responsible for notifying Company of any outages that exceed the 4 or 8 hour maximum as described above. Customer must request a service credit within forty-five (45) calendar days after the failure(s) occurred.

Upon verification by Company that the actual repair time for any PVC/VPC/VCC, Port or Port and Access exceeded the 4 or 8 hour maximum described above, Customer will be entitled to a service credit equal to:

- 50% of the monthly recurring charges for all affected Ports and/or PVC/VPC/VCCs for month in which the outages occurred.

2.20.3 Time to Provision

For ATM/Frame Relay Services provided to Customer, Company is committed to completing all service orders by the due date. In the event that Customer requests a due date different from one shown on original order, a new due date is issued and replaces the original due date. Standard Time to Provision includes Access and equipment when provided by Company.

2.20.3.A The following shall be excluded from any determination of Time to Provision:

- Force majeure as outlined in Paragraph 2.4, preceding;
- Inability by Company to test because of no-access by Customer;
- Customer testing when Customer Equipment is not installed and the Customer overall tests are not completed at due date;
- Due dates missed or rescheduled at Customer's request;
- Inability by Company to test or complete the order because of failures or not-ready conditions attributed to facilities or equipment provided by another party or the Customer.

2.20.3.B Customer is responsible for notifying Company of any missed due dates. Customer must request a Service credit within forty-five (45) calendar days after the missed due date occurred.

Upon verification by Company that the due date was missed, the Customer will be provided a Service credit equal to:

- 100% of the monthly recurring charges for one month of Service for each Port and/or PVC/VPC/VCC in which the due date was missed.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

(2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
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(N)

REGULATIONS (1)

2.20 Standard ATM/Frame Relay Service Level Agreement (SLA) (2) (Cont'd) (C)

2.20.4 Latency

For ATM and Frame Relay Services provided to the Customer, Company is committed to maintaining Frame/Cell delay across the Company-provided Customer-specific network according to the parameters below:

- On average, less than or equal to 100 milliseconds roundtrip per PVC for all Frame Relay Service including FRATM/VPC/VCCs;
- On average, less than or equal to 100 milliseconds roundtrip per VPC/VCC for ATM Service with CBR, VBR-nrt and VBR-rt Quality of Service

Latency is measured from ingress switch port to egress switch port during each calendar month.

2.20.4.A Latency is calculated as the amount of time, in milliseconds, it takes for a Frame/Cell to travel roundtrip across a PVC/VPC/VCC. If Customer has a FRATM network, the parameters for Frame Relay Service will be applied.

The following shall be excluded from any determination of Latency:

- Force majeure events as outlined in Paragraph 2.4, preceding;
- Data exceeding the subscribed Committed Information Rate (CIR) for Frame Relay or Sustained Information Rate (SIR) for ATM;
- Failures attributed to facilities or equipment provided by another party or the Customer;
- Failures attributed to unauthorized use of Service or inaccurate network specifications requested by Customer;
- Failures attributed to negligence or willful misconduct by the Customer;
- UBR VPC/VCCs;
- Access failures;
- PVCs that transmit data across oversubscribed ingress or egress ports, which includes data not marked “discard eligible” and instances where the cell loss priority equals one (1).

2.20.4.B Customer is responsible for notifying Company when its average Customer-specific Frame/Cell delay falls below the committed level. Customer must request a Service credit within forty-five (45) calendar days of the end of the calendar month when the excessive delay occurred.

Upon verification by Company that the Customer-specific Frame/Cell delay did not meet the committed level, Company has thirty (30) calendar days to correct the problem. If after thirty (30) calendar days the Frame/Cell delay is still greater than the committed level, the Customer will be entitled to a service credit equal to:

- 50% of the monthly recurring charges for all affected Ports and/or PVC/VPC/VCCs for the subsequent month in which the Customer-specific Frame/Cell delay was below the committed level.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

(2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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The Southern New England Telephone Company
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Section 1
1st Revised Sheet 23

Effective: March 16, 2022

REGULATIONS (1)

2.20 Standard ATM/Frame Relay Service Level Agreement (SLA) (2) (Cont'd) (C)

2.20.5 Network Availability

For ATM/Frame Relay Services provided to the Customer, Company is committed to maintaining a Network Availability of 99.99% each calendar month per network and within a LATA.

Network Availability is measured based on components purchased from Company:

- If Customer’s entire network consists of Port and Access provided by Company at all Customer locations, then Network Availability is based on PVC/VPC/VCC measured from Network Interface to Network Interface.
- If Customer purchased Port Only from Company, then Network Availability is based on PVC/VPC/VCCs measured from ingress switch port to egress switch port.

2.20.5.A The calculation for Network Availability for a given calendar month shall be as follows:

$$\text{Network Availability \%} = 1 - \left[\frac{\text{Total minutes of PVC/VPC/VCC outage time per month}}{\text{Total \# of PVC/VPC/VCCs} \times 24 \text{ hours} \times \text{days per month} \times 60 \text{ minutes}} \right] \times 100$$

The following shall be excluded from any “network outage time”:

- Force majeure events as outlined in Paragraph 2.4, preceding;
- Data lost during Company’s scheduled maintenance window;
- Failures attributed to facilities or equipment provided by another party or the Customer;
- Failures attributed to unauthorized use of Service or inaccurate network specifications requested by Customer;
- Failures attributed to negligence or willful misconduct by the Customer;
- Customer “no access” time as defined below:
 - Customer not available;
 - Coordinated Vendor meeting;
 - Abeyance on Customer request;
 - After hours testing because no Customer daytime release; or
 - Tickets referred to another party;
- Access failures (if Access is not provided by Company)

2.20.5.B Customer is responsible for notifying Company when its average Customer-specific Network Availability falls below 99.99%. The Customer must request a Service credit within forty-five (45) calendar days of the end of the calendar month when the Network Availability was not met.

Upon verification by Company that the Customer-specific Network Availability did not meet 99.99%, the Customer will be entitled to a service credit equal to:

- 10% of the monthly recurring charges for all affected Ports and/or PVC/VPC/VCCs for month in which Network Availability failure occurred.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

(2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
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(N)

Effective: August 14, 2017

APPLICATION OF RATES (1)**3.1 Rate Regulations**

There are two (2) categories of rates and charges: Nonrecurring and monthly recurring charges.

3.2 Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for specific work activity.

3.2.1 Installation of Service

Nonrecurring charges apply to each Service installed. The applicable charges are specified within each Service rate paragraph.

3.2.2 Record Order Charges

Nonrecurring charge applies for receiving, recording and processing information in connection with Customer initiated changes to customer's account information (i.e. change in customer billing name or billing address). In these instances, a record order is issued. Once a record order is issued, customer may request additional changes to their account information without a subsequent record order being issued, provided the additional changes are requested during the same business day.

The Record Order Charge is \$14 per Record Order.

3.2.3 Service Order Change Charges

A Service Order Change Charge applies when customer requests an addition to, change to, or rearrangement of Service before installation is complete, and the request requires engineering redesign.

The Service Order Change Charge is \$50 per service order.

3.2.4 Expedite Order Charges

If customer desires that Service be provided on a due date earlier than the due date on the Firm Order Confirmation (FOC), the customer may request the Service be provided on an expedited basis.

If the Company determines that the Service can be provided on an expedited basis and the customer accepts, an Expedite Order Charge will apply. Additional labor costs may be required to meet the requested service date. If so, the customer will be notified by Company and will be provided an estimate of the additional charges involved.

If the Company is subsequently unable to meet the agreed upon expedited Service date, no Expedite Order Charge will apply, unless the missed Service date was caused by the customer.

Expedite Orders that are limited to PVC additions or Port Only installations will be charged \$250 per service order. All other Expedite Order requests will be charged \$500 per service order.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

APPLICATION OF RATES (1)**3.2 Nonrecurring Charges (Cont'd)****3.2.4 Expedite Order Charges (Cont'd)**

If Customer desires that Service be provided on a due date earlier than the due date offered the Customer, the Customer may request the Service be provided on an expedited basis.

There will be a \$250 charge for Expedite Orders that are limited to PVC additions or Port installations. For Port and Access Expedite Order requests, there is a minimum charge of \$500 per Service Order. In addition, the Company will pass on and bill the Customer any additional charges it incurs from other service providers, such as ILECs, IXCs and CLECs, necessary to complete the Expedite Order. Company will provide Customer an estimate of any additional charges involved prior to the charges being incurred by Customer.

If the Company determines that the Service can be provided on an expedited basis and the Customer accepts the new expedited date and agrees to pay any applicable costs, the Expedite Order will then be processed.

If the Company is unable to meet the agreed upon expedited Service date, but the Service is still provided on an expedited basis (prior to original due date offered by the Company), Customer will still incur applicable expedite charges.

3.2.5 Additional Labor Charge

In this paragraph, normally scheduled working hours are generally 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding Holidays. However, the hours may vary based on Company policy, union contract and location.

Additional Labor is that labor requested by Customer on a given Service and agreed to by Company as set forth below. Company will notify Customer that Additional Labor Charges will apply before any additional labor is undertaken.

There is a half-hour minimum charge for any Additional Labor. All Additional Labor Charges for work performed during normally scheduled working hours will be billed at \$50 for the first half-hour and \$25 for each subsequent quarter hour or fraction thereof, per technician.

All Additional labor performed outside of normally scheduled working hours (overtime) will be billed at \$62.50 for the first half-hour and \$31.25 for each subsequent quarter hour or fraction thereof, per technician. A call-out of Company personnel for Additional Labor at a time not consecutive with Company's normally scheduled working hours is subject to a minimum charge of four hours.

If more than one technician is involved in the same Additional Labor project, the total amount of time for all technicians involved will be aggregated prior to the distribution of time between the first half-hour and each additional quarter hour rate categories.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

APPLICATION OF RATES (1)

3.2 Nonrecurring Charges (Cont'd)

3.2.5 Additional Labor Charge (Cont'd)

3.2.5.A Overtime Installation

Overtime installation is that Company installation effort outside of normally scheduled working hours.

3.2.5.B Stand By

Stand by includes all time in excess of one-half (1/2) hour during which Company personnel stand by to make installation acceptance tests or cooperative tests with a Customer to verify facility repair on a given Service.

3.2.5.C Testing and Maintenance with Other Companies

Additional testing, maintenance or repair of facilities which connect to facilities of other telephone companies, is that which is in addition to the normal effort required to test, maintain or repair facilities provided solely by the Company. For Testing and Maintenance Services, if the Customer elects not to release a circuit during the Company's normal working hours, Company will work with the customer to reach a mutually agreed upon time.

3.2.5.D Other Labor

Other Labor is that additional labor not included in 3.2.5.A through 3.2.5.C, preceding, and labor incurred to accommodate a specific Customer request that involves only labor which is not covered by any other Paragraph.

3.3 Monthly Recurring Charges

Monthly Recurring Charges are the charges applied each month for the Service being provided.

3.4 Minimum Period

The minimum period for which all Services are provided and for which rates and charges apply is twelve (12) months.

When Service is discontinued prior to the expiration of the minimum period, charges are applicable whether the Service is used or not. The applicable charge will be 50% of the total monthly charges at the rate in effect at the time Service is discontinued, for the remainder of the minimum period.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

Effective: August 14, 2017

APPLICATION OF RATES (1)**3.5 Term Pricing Plans**

- 3.5.1 Term Pricing Plans (TPP) provide customer with stabilized rates for a one (1), two (2), three (3) or five (5)⁽²⁾ year minimum Service periods. TPP monthly rates will be exempt from Company-initiated rate increases throughout the selected TPP Service period. The TPP start date for each Service commences on the date installation is complete, and Service under that TPP ends on the anniversary date of the installation.
- 3.5.2 Customer may request an existing TPP Service period be converted to a new TPP Service period without incurring termination or nonrecurring charges provided the new Service period is equal to or greater than the remaining portion of the original TPP Service period.
- 3.5.3 If the Customer requests that Service provided under a TPP be converted to a shorter term (i.e., five (5) year to three (3) year term), the request will be treated as a termination of Service and termination charges will apply.
- 3.5.4 Customer must provide Company written notice of intent to renew TPP no later than 60 days prior to its expiration. Nonrecurring charges do not apply if TPP is renewed. The renewal rates will be the rates that are currently in effect and available to all customers.

If Customer does not renew TPP or does not notify Company of its intent to renew, customer's Service will convert to the current Out of Term rates until the customer cancels or renews the Service with a new TPP term.

3.5.5 Termination Charges

Except as noted in 3.5.2 preceding, customers who terminate a TPP prior to the expiration of the term period will incur termination charges equal to 50% of the total monthly recurring charges for the remainder of Customer's TPP term.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.
- (2) Effective March 19, 2010, 5 Year terms are not available to new customers.

Effective: August 14, 2017

APPLICATION OF RATES (1)**3.6 Moves****3.6.1 Moves Within the Same Building**

Moves within the same building will incur a charge equal to one-half (1/2) of the nonrecurring charges associated with the moved Service (or, in instances where the associated nonrecurring charge is zero, the nonrecurring charges associated with the shortest term commitment available) and all associated special construction and material charges for the Service. There will be no change in TPP term requirements.

3.6.2 Moves To a Different Building

Moves to a different building will incur a charge equal to the nonrecurring charges associated with the moved Service (or, in instances where the associated nonrecurring charge is zero, the nonrecurring charges associated with the shortest term commitment available) and all associated special construction and material charges for the Service. There will be no change in TPP term requirements, except as noted in 3.6.3 below.

3.6.3 When Termination Charges Apply

If an order to move Service provided under a TPP does not meet one or more of the conditions described below, it will be treated as a discontinuance of Service and the establishment of a new Service and termination charges will apply. Except as noted, the monthly rates for the new Service will be those in effect at the time Service is moved. All nonrecurring charges and special construction charges associated with the establishment of the new Service will apply. In instances where the associated nonrecurring charge is zero, the nonrecurring charges associated with the shortest term commitment available will apply.

3.6.3.A Moves at Same Transmission Speed

For moves or changes at the same transmission speed, the Customer may move Service to a new location, or move and change to another Company Service without incurring termination charges provided all of the following conditions are met:

- (1) The new Service is provided solely by Company;
- (2) The Customer's request to disconnect Service and request for new Service are received at the same time;
- (3) The new service date requested by the customer is within 120 days of the Customer disconnect request;
- (4) The new Service has a transmission speed equal to the transmission speed of the existing Service;
- (5) For permanent virtual circuits (PVCs), the move must be associated with the move of one or more associated ports;
- (6) The total monthly charge for the new Service is equal to or greater than the total monthly price of the original Service.
- (7) The new Service establishes a new TPP effective date with a term equal to or greater than the original TPP term established at the former location; and
- (8) The total TPP revenue for the new Service is equal to or greater than the remaining TPP revenue of the original Service.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

Effective: August 14, 2017

APPLICATION OF RATES (1)

3.6 Moves (Cont'd)

3.6.4 When Termination Charges Apply (Cont'd)

3.6.3.B Moves Involving Upgrades in Transmission Speed

For moves involving upgrades in transmission speed, the customer may move Service to a new location and upgrade to a higher speed Company Service without incurring termination charges provided all of the following conditions are met:

- (1) The new Service is provided solely by Company;
- (2) The customer's request to disconnect Service and request for new Service are received at the same time;
- (3) The new service date requested by the Customer is within 120 days of the Customer disconnect request;
- (4) The new Service has a transmission speed greater than the transmission speed of the existing Service;
- (5) For PVCs, the move must be associated with the move of one or more associated ports;
- (6) The total monthly charge for the new Service is equal to or greater than the total monthly price of the original Service.
- (7) The new Service establishes a new TPP effective date with a term equal to or greater than the original TPP term established at the former location; and
- (8) The total TPP revenue for the new Service is equal to or greater than the remaining TPP revenue of the original Service.

3.7 Upgrades Not Involving Moves

Customer may upgrade Service to a higher transmission speed or to another Company Service of equal or greater transmission speed without incurring termination charges if all of the following conditions are met:

- (1) The new Service is provided solely by Company;
- (2) The new Service is provided to the same customer location;
- (3) For PVCs, the new Service must be provided between the same two locations;
- (4) The customer's requests to disconnect Service and request for new Service are received at the same time;
- (5) For Service upgraded pursuant to this paragraph, the new Service establishes a new TPP effective date with a term equal to or greater than the original TPP term established with the original Service. (In instances where customer upgrades Service to a higher transmission speed that does not require a physical change in the Port or Access, no new TPP term is required.);and
- (6) The total TPP revenue for the new Service is equal to or greater than the remaining TPP revenue of the original Service.

Any applicable nonrecurring or special construction charges associated with the new Service will apply.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

Effective: August 14, 2017

APPLICATION OF RATES (1)

3.8 Service Order Cancellation Charges

Customer may cancel a Service Order at any time prior to the Service Due Date. The cancellation date is the date the Company receives written or verbal notice from the Customer that the order is to be cancelled. The following conditions apply to Service Order cancellations:

- If Customer cancels an order for Service more than three (3) business days after Firm Order Confirmation (FOC) has been provided, Customer will incur a \$250 cancellation charge. This cancellation charge will be billed in addition to any other charges Company incurs, including but not limited to applicable cancellation or termination charges from other Service providers such as ILECs, IXCs and CLECs. The Service Order Cancellation Charge will apply per Service Order.
- For Service Orders cancelled less than three (3) business days before the Service Due Date, the request will be treated as a disconnect and will include applicable termination charges equal to 50% of the total monthly recurring charges. The above \$250 cancellation charge will not apply.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(2)

(C)

4.1 Service Description

Effective September 30, 2011, Asynchronous Transfer Mode (ATM) service defined in this paragraph of this Product Guide will no longer be available to new customers. Existing term plan customers of ATM Service may add, move, remove or change lines and/or locations in accordance with the terms and conditions of their current term plan agreement for the duration of their current term plan agreement, but may not enter into any new term plan agreements except a new 12 month term for service additions as permitted above. The Company will support one extension of an existing non-expired term plan agreement (other than a new term plan for service additions as provided above) past its current term for twelve (12) months, provided the extension is signed on or before June 30, 2013, and the extension period expires no later than June 30, 2014. Upon expiration of the extension and for existing customers who do not extend an existing non-expired term plan agreement, service will continue on a month-to-month basis at the same rates in effect for such service immediately prior to such expiration, until the service is discontinued on at least 30 days prior notice by the customer or on at least 30 days notice by the Company.

During such month-to-month period, the Company may change rates, terms and conditions applicable to the customer's services upon at least 30 days written notice to the customer. Effective September 30, 2011, early termination charges shall not apply to any Asynchronous Transfer Mode (ATM) service defined in this Product Guide.

Asynchronous Transfer Mode (ATM) Service is a fast packet, cell-based technology that can support data and video applications requiring high bandwidth, high performance transport and switching. ATM Service will allow customers who have requirements for high-speed connectivity to interconnect their multiple locations. ATM offers low latency, high throughput and flexible bandwidth interconnections capable of carrying a wide range of Services.

4.2 Service Components

A nonrecurring charge and a monthly rate apply, based upon the speed of the connections, term plan and features selected.

4.2.1 User Network Interface (UNI) Port and Access

UNI Port and Access connects the customer to the Company's ATM network, based upon the standards defined UNI signaling protocol. UNI Port and Access is available at full bandwidth DS1, DS3, OC-3c and OC-12c speeds and Subrate DS3 and OC-3c speeds. Each UNI Port and Access will accommodate multiple Permanent Virtual Circuits (PVCs), based upon the speeds selected.

UNI Port and Access in OC-3c and OC-12c speeds can be purchased with a protection option, where available. This option provides additional protection from fiber cable cuts by routing the working fiber pair via the primary route and the protected fiber pair via a physically diverse alternate route.

In addition, customers purchasing UNI Port and Access in OC-12c speed may incur charges for interoffice mileage if the Central Office serving the customer premises does not have an ATM switch or ATM switch is not OC-12c capable. OC-12c interoffice mileage charges consist of fixed and variable (per mile) rates.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.
- (2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(2)

(C)

4.2 Service Components (Cont'd)

4.2.2 User Network Interface (UNI) Port Only

UNI Port Only provides the customer a port connection into the Company's ATM network, based upon the standards defined UNI signaling protocol. UNI Port Only is available at full bandwidth DS1, DS3, OC-3c and OC-12c speeds and Subrate DS3 and OC-3. When UNI Port Only is selected, it is the customer's responsibility to obtain access to Company's ATM network. Each UNI Port Only will accommodate multiple Permanent Virtual Circuits (PVCs), based upon the speeds selected.

4.2.3 Inverse Multiplexing over ATM (IMA) UNI Port and Access

IMA UNI Port and Access provides inverse multiplexing of an ATM cell stream over two (2) to eight (8) physical DS1s and retrieval of the original stream at the far end of those connections. IMA UNI Port and Access is based upon the standards defined UNI Signaling Protocol.

4.2.4 Inverse Multiplexing over ATM (IMA) UNI Port Only

IMA UNI Port Only provides the Customer an IMA port connection into the Company's ATM network based upon the standards defined UNI signaling protocol. When IMA UNI Port Only is selected, it is the Customer's responsibility to obtain access to Company's ATM network. IMA UNI Port Only is provided over two (2) to eight (8) physical DS1s.

4.2.5 Broadband ISDN Inter-Carrier Interface (B-ICI) Port and Access

B-ICI Port and Access connects the customer to the Company's ATM network, based upon the standards defined B-ICI signaling protocol. B-ICI Port and Access allows customer networks to interconnect to the Company ATM network. B-ICI Port and Access is available at DS1, DS3, OC-3c and OC-12c speeds. Each B-ICI Port and Access will accommodate multiple Permanent Virtual Circuits (PVCs), based upon the speeds selected.

B-ICI Port and Access in OC-3c and OC-12c speeds can be purchased with a protection option, where available. This option provides additional protection from fiber cable cuts by routing the working fiber pair via the primary route and the protected fiber pair via a physically diverse alternate route.

In addition, customers purchasing B-ICI Port and Access in OC-12c speed may incur charges for interoffice mileage if the Central Office serving the customer premises does not have an ATM switch or ATM switch is not OC-12c capable. OC-12c interoffice mileage charges consist of fixed and variable (per mile) rates.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.
- (2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(2)

(C)

4.2 Service Components (Cont'd)

4.2.6 Broadband ISDN Inter-Carrier Interface (B-ICI) Port Only

B-ICI Port Only provides the customer a port connection into the Company's ATM network based upon the standards defined B-ICI signaling protocol. B-ICI Port Only is available at DS1, DS3, OC-3c and OC-12c speeds. When B-ICI Port Only is selected, it is the customer's responsibility to obtain access to Company's ATM network. Each B-ICI Port Only will accommodate multiple Permanent Virtual Circuits (PVCs), based upon the speeds selected.

4.2.7 Permanent Virtual Circuits (PVCs)

PVCs are logical connections between ports that allow data to be sent from one customer location to another. PVCs do not engage capacity when idle, allowing the available capacity to be allocated to other active PVCs that are in need of additional bandwidth. With the exception of Multicasting VCCs, PVCs are duplex (two-way).

When placing an order for Service, customer must specify the following for each PVC:

- PVC Connection Type;
- Traffic Parameter;
- VCC/VPC Type; and
- Quality of Service.

4.2.7.A PVC Connection Types

(1) ATM to ATM

ATM to ATM connects two ATM customer locations.

(2) Frame Relay to ATM Service (FRATM)

FRATM connects two customer locations, one having a Frame Relay port and the other an ATM port, to provide transparent interworking between Frame Relay and ATM networks.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

(2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(2)

(C)

4.2 Service Components (Cont'd)

4.2.7 Permanent Virtual Circuits (PVCs) (Cont'd)

4.2.7.B Traffic Parameters

The customer must choose the traffic parameters available for each PVC selected. Traffic parameters represent priorities given to cell transmissions, sensitivity of cells to delay variation and loss within the network. Traffic Shaping is a flow control functionality that must be enabled on the customer premises equipment to ensure the customer's data traffic transmission rate does not violate the customer's chosen traffic parameters.

(1) Peak Information Rate (PIR)

The PIR designates an upper limit that the traffic information rate may not exceed. PIR is expressed in Kbps or Mbps. Traffic that exceeds the PIR value will be discarded from the network for all Quality of Service types.

(2) Sustainable Information Rate (SIR)

The Sustainable Information Rate (SIR) specifies the "average" traffic rate that is transmitted and received. SIR is expressed in Kbps or Mbps.

(3) Maximum Burst Size (MBS)

MBS specifies the maximum number of cells per second (cps) that can be transmitted at the PIR. The MBS default is 32cps.

4.2.7.C PVC Types

(1) Virtual Channel Connection (VCC)

Logical connection between one ATM switch port and another switch port. The VCC allows exchange of information in the form of fixed cells at variable rates. Company configures and maintains the individual VCCs within the ATM connection.

(2) Virtual Path Connection (VPC)

A group of logical connections between one ATM switch port and another ATM switch port. A VPC connection is typically used to route multiple customer defined VCCs as a group. It is the responsibility of the customer to configure and maintain the individual VCCs within a VPC connection.

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- (2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(2)

(C)

4.2 Service Components (Cont'd)

4.2.7 Permanent Virtual Circuits (PVCs) (Cont'd)

4.2.7.D VCC/VPC Types

(1) Standard VCC/VPC

Standard VCCs/VPCs are utilized in typical ATM networks to provide logical connections between two ports.

(2) Frame Relay to ATM Service (FRATM) VCC

A FRATM VCC is established to connect two customer locations, one having a Frame Relay port and the other an ATM port, to provide transparent interworking between Frame Relay and ATM networks. The FRATM VCC can be provisioned with either of the following Quality of Service options:

- VBR-nrt Quality of Service on the ATM portion of the service, and Standard Quality of Service on the Frame Relay portion;
- VBR-rt Quality of Service on the ATM portion of the service and Priority Quality of Service on the Frame Relay portion.

A FRATM VCC with the VBR-nrt Standard option is priced based upon the ATM SIR value selected. A FRATM VCC with the VBR-rt/Priority option is priced based upon the ATM PIR value selected.

(3) Disaster Recovery VCC/VPC

Disaster Recovery VCCs/VPCs allow for the implementation of logical connections between branch locations and a secondary processor/server center (disaster recovery location) should a non-recoverable disaster occur at the primary host location. The disaster recovery location must also be served by an active, Company provided ATM/Frame Relay Port.

Disaster Recovery VCCs/VPCs are provisioned based upon an initial order from the customer and pre-configured in the ATM switch, but set to a disabled mode. Customer must initiate VCC activation with Company and necessary third party vendors.

(4) Alternate Routing VCC/VPC

Alternate Routing VCCs/VPCs provide a logical connection to an alternate host location processor/server in the event of an outage at the primary location. Alternate Routing VCCs/VPCs are to be utilized in the event of an outage at the primary location only, not day-to-day use. Alternate Routing VCCs/VPCs are provisioned based upon an initial order from the customer and available at all times. The remote customer location is provisioned with two active VCCs/VPCs, one end to the primary customer location and one end to the backup customer location.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.
- (2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(2)

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4.2 Service Components (Cont'd)

4.2.7 Permanent Virtual Circuits (PVCs) (Cont'd)

4.2.7.E Quality of Service (QoS)

The PVC Quality of Service required is based upon the traffic parameter selected.

(1) Constant Bit Rate (CBR)

CBR supports the transmission of a continuous flow of user information required to support applications where variable delays in transmission could negatively impact the streaming information content. CBR is the highest priority traffic on the network. Examples of applications requiring CBR are video and data streaming. When choosing CBR, customer must specify the Peak Information Rate (PIR), Sustained Information Rate (SIR) and Maximum Burst Size (MBS) Traffic Parameters. The PIR is used to determine the price.

(2) Variable Bit Rate - non real time (VBR-nrt)

VBR-nrt supports traffic transmission levels for applications where the PVC can tolerate larger cell delay variation than VBR-rt. Such applications could include data file transfers. When choosing VBR-nrt, customer must specify the Peak Information Rate (PIR), Sustained Information Rate (SIR) and Maximum Burst Size (MBS) traffic parameters. The SIR is used to determine the price.

(3) Unspecified Bit Rate (UBR)

UBR supports the transmission of a continuous bit stream of traffic for delay-tolerant applications such as data file transfers. When choosing UBR, customer must specify the Peak Information Rate (PIR) traffic parameter. The PIR value cannot be greater than the port speed. Customers wishing to oversubscribe may purchase additional UBR connections.

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- (2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
1st Revised Sheet 37

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(3)

(C)

4.3 Rates

UNI Port Only		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
DS1	1.5Mbps	\$2,598	NA	\$2,079	\$600	\$1,659	\$600	\$1,310	\$0	\$790	\$0
Subrate DS3	20Mbps	\$10,005	NA	\$7,434	\$1,250	\$5,507	\$1,250	\$3,965	\$0	\$2,318	\$0
DS3	40Mbps	\$13,986	NA	\$10,719	\$1,250	\$7,940	\$1,250	\$5,715	\$0	\$3,340	\$0
Subrate OC-3c	50Mbps	\$14,184	NA	\$11,199	\$1,500	\$8,820	\$1,500	\$6,754	\$0	\$4,664	\$0
Subrate OC-3c	100Mbps	\$16,182	NA	\$12,864	\$1,500	\$9,911	\$1,500	\$7,996	\$0	\$5,362	\$0
OC-3c	149Mbps	\$17,537	NA	\$13,365	\$1,500	\$10,851	\$1,500	\$8,655	\$0	\$5,735	\$0
OC-12c	599Mbps	\$32,468	NA	\$25,246	\$1,500	\$20,088	\$1,500	\$16,023	\$0	\$11,126	\$0

IMA UNI Port Only		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
2 DS1s	3.0Mbps	\$4,481	NA	\$3,366	\$1,200	\$2,686	\$1,200	\$2,117	\$0	\$1,278	\$0
3 DS1s	4.5Mbps	\$4,974	NA	\$3,844	\$1,200	\$3,068	\$1,200	\$2,420	\$0	\$1,461	\$0
4 DS1s	6.0Mbps	\$5,856	NA	\$4,324	\$1,200	\$3,454	\$1,200	\$2,722	\$0	\$1,644	\$0
5 DS1s	7.6Mbps	\$6,572	NA	\$4,899	\$1,200	\$3,910	\$1,200	\$3,086	\$0	\$1,863	\$0
6 DS1s	9.1Mbps	\$7,298	NA	\$5,475	\$1,200	\$4,371	\$1,200	\$3,448	\$0	\$2,082	\$0
7 DS1s	10.6Mbps	\$8,013	NA	\$6,048	\$1,200	\$4,830	\$1,200	\$3,812	\$0	\$2,302	\$0
8 DS1s	12.1Mbps	\$9,194	NA	\$7,006	\$1,200	\$5,369	\$1,200	\$4,234	\$0	\$2,675	\$0

B-ICI Port Only		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
DS1	1.5Mbps	\$6,315	NA	\$4,629	\$600	\$3,330	\$600	\$2,332	\$0	\$1,310	\$0
DS3	40Mbps	\$14,127	NA	\$10,824	\$1,250	\$8,006	\$1,250	\$5,850	\$0	\$3,492	\$0
OC-3c	149Mbps	\$18,213	NA	\$14,271	\$1,500	\$11,420	\$1,500	\$9,155	\$0	\$6,104	\$0
OC-12c	599Mbps	\$34,440	NA	\$26,892	\$1,500	\$21,460	\$1,500	\$17,164	\$0	\$11,412	\$0

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.
- (2) Effective March 19, 2010, 5 Year terms are not available to new customers.
- (3) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
1st Revised Sheet 38

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(3)

(C)

4.3 Rates (Cont'd)

UNI Port and Access		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
DS1 Port	1.5Mbps	\$2,598	NA	\$2,079	\$600	\$1,659	\$600	\$1,310	\$0	\$790	\$0
Access	1.5Mbps	\$248	NA	\$227	\$400	\$218	\$400	\$208	\$0	\$204	\$0
Total DS1 Port and Access	1.5Mbps	\$2,846	NA	\$2,306	\$1,000	\$1,877	\$1,000	\$1,518	\$0	\$994	\$0
Subrate DS3 Port	20Mbps	\$10,005	NA	\$7,434	\$1,250	\$5,507	\$1,250	\$3,965	\$0	\$2,318	\$0
Access	20Mbps	\$2,736	NA	\$2,585	\$1,250	\$2,437	\$1,250	\$1,985	\$0	\$1,671	\$0
Total Subrate DS3 Port and Access	20Mbps	\$12,741	NA	\$10,019	\$2,500	\$7,944	\$2,500	\$5,950	\$0	\$3,989	\$0
DS3 Port	40Mbps	\$13,986	NA	\$10,719	\$1,250	\$7,940	\$1,250	\$5,715	\$0	\$3,340	\$0
Access	40Mbps	\$2,736	NA	\$2,585	\$1,250	\$2,437	\$1,250	\$1,985	\$0	\$1,671	\$0
Total DS3 Port and Access	40Mbps	\$16,722	NA	\$13,304	\$2,500	\$10,377	\$2,500	\$7,700	\$0	\$5,011	\$0
Subrate OC-3c Port	50Mbps	\$14,184	NA	\$11,199	\$1,500	\$8,820	\$1,500	\$6,754	\$0	\$4,664	\$0
Access	50Mbps	\$2,867	NA	\$2,839	\$3,000	\$2,675	\$3,000	\$2,179	\$0	\$1,946	\$0
Total Subrate OC-3c Port and Access	50Mbps	\$17,051	NA	\$14,038	\$4,500	\$11,495	\$4,500	\$8,933	\$0	\$6,610	\$0
Subrate OC-3c Port	50Mbps	\$14,184	NA	\$11,199	\$1,500	\$8,820	\$1,500	\$6,754	\$0	\$4,664	\$0
Access (Protected)	50Mbps	\$3,867	NA	\$3,839	\$3,000	\$3,675	\$3,000	\$3,179	\$0	\$2,946	\$0
Total Subrate OC-3c Port and Access (Protected)	50Mbps	\$18,051	NA	\$15,038	\$4,500	\$12,495	\$4,500	\$9,933	\$0	\$7,610	\$0
Subrate OC-3c Port	100Mbps	\$16,182	NA	\$12,864	\$1,500	\$9,911	\$1,500	\$7,996	\$0	\$5,362	\$0
Access	100Mbps	\$2,867	NA	\$2,839	\$3,000	\$2,675	\$3,000	\$2,179	\$0	\$1,946	\$0
Total OC-3c Port and Access	100Mbps	\$19,049	NA	\$15,703	\$4,500	\$12,586	\$4,500	\$10,175	\$0	\$7,308	\$0
Subrate OC-3c Port	100Mbps	\$16,182	NA	\$12,864	\$1,500	\$9,911	\$1,500	\$7,996	\$0	\$5,362	\$0
Access (Protected)	100Mbps	\$3,867	NA	\$3,839	\$3,000	\$3,675	\$3,000	\$3,179	\$0	\$2,946	\$0
Total OC-3c Port and Access (Protected)	100Mbps	\$20,049	NA	\$16,703	\$4,500	\$13,586	\$4,500	\$11,175	\$0	\$8,308	\$0

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
1st Revised Sheet 39

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(4)

(C)

4.3 Rates (Cont'd)

UNI Port and Access		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
OC-3c Port	149Mbps	\$17,537	NA	\$13,635	\$1,500	\$10,851	\$1,500	\$8,655	\$0	\$5,735	\$0
Access	149Mbps	\$2,867	NA	\$2,839	\$3,000	\$2,675	\$3,000	\$2,179	\$0	\$1,946	\$0
Total OC-3c Port and Access	149Mbps	\$20,404	NA	\$16,474	\$4,500	\$13,526	\$4,500	\$10,834	\$0	\$7,681	\$0
OC-3c Port	149Mbps	\$17,537	NA	\$13,635	\$1,500	\$10,851	\$1,500	\$8,655	\$0	\$5,735	\$0
Access (Protected)	149Mbps	\$3,867	NA	\$3,839	\$3,000	\$3,675	\$3,000	\$3,179	\$0	\$2,946	\$0
Total OC-3c Port and Access (Protected)	149Mbps	\$21,404	NA	\$17,474	\$4,500	\$14,526	\$4,500	\$11,834	\$0	\$8,681	\$0
OC-12c Port	599Mbps	\$32,468	NA	\$25,246	\$1,500	\$20,088	\$1,500	\$16,023	\$0	\$11,126	\$0
Access ⁽³⁾	599Mbps	\$5,142	NA	\$4,686	\$6,000	\$4,686	\$6,000	\$3,886	\$0	\$2,962	\$0
Total OC-12c Port and Access	599Mbps	\$37,610	NA	\$29,932	\$7,500	\$24,774	\$7,500	\$19,909	\$0	\$14,088	\$0
OC-12c Port	599Mbps	\$32,468	NA	\$25,246	\$1,500	\$20,088	\$1,500	\$16,023	\$0	\$11,126	\$0
Access ⁽³⁾ (Protected)	599Mbps	\$6,142	NA	\$5,686	\$6,000	\$5,686	\$6,000	\$4,886	\$0	\$3,962	\$0
Total OC-12c Port and Access (Protected)	599Mbps	\$38,610	NA	\$30,932	\$7,500	\$25,774	\$7,500	\$20,909	\$0	\$15,088	\$0

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
1st Revised Sheet 40

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(3)

(C)

4.3 Rates (Cont'd)

IMA UNI Port and Access		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
2 DS1s Port	3.0Mbps	\$4,481	NA	\$3,366	\$1,200	\$2,686	\$1,200	\$2,117	\$0	\$1,278	\$0
Access	3.0Mbps	\$496	NA	\$454	\$800	\$435	\$800	\$416	\$0	\$407	\$0
Total 2 DS1s Port and Access	3.0Mbps	\$4,977	NA	\$3,820	\$2,000	\$3,121	\$2,000	\$2,533	\$0	\$1,685	\$0
3 DS1s Port	4.5Mbps	\$4,974	NA	\$3,844	\$1,200	\$3,068	\$1,200	\$2,420	\$0	\$1,461	\$0
Access	4.5Mbps	\$744	NA	\$682	\$1,200	\$653	\$1,200	\$625	\$0	\$611	\$0
Total 3 DS1s Port and Access	4.5Mbps	\$5,718	NA	\$4,526	\$2,400	\$3,721	\$2,400	\$3,045	\$0	\$2,072	\$0
4 DS1s Port	6.0Mbps	\$5,856	NA	\$4,324	\$1,200	\$3,454	\$1,200	\$2,722	\$0	\$1,644	\$0
Access	6.0Mbps	\$992	NA	\$909	\$1,600	\$871	\$1,600	\$833	\$0	\$814	\$0
Total 4 DS1s Port and Access	6.0Mbps	\$6,848	NA	\$5,233	\$2,800	\$4,325	\$2,800	\$3,555	\$0	\$2,458	\$0
5 DS1s Port	7.6Mbps	\$6,572	NA	\$4,899	\$1,200	\$3,910	\$1,200	\$3,086	\$0	\$1,863	\$0
Access	7.6Mbps	\$1,240	NA	\$1,136	\$2,000	\$1,089	\$2,000	\$1,041	\$0	\$1,018	\$0
Total 5 DS1s Port and Access	7.6Mbps	\$7,812	NA	\$6,035	\$3,200	\$4,999	\$3,200	\$4,127	\$0	\$2,881	\$0
6 DS1s Port	9.1Mbps	\$7,298	NA	\$5,475	\$1,200	\$4,371	\$1,200	\$3,448	\$0	\$2,082	\$0
Access	9.1Mbps	\$1,487	NA	\$1,363	\$2,400	\$1,306	\$2,400	\$1,249	\$0	\$1,221	\$0
Total 6 DS1s Port and Access	9.1Mbps	\$8,785	NA	\$6,838	\$3,600	\$5,677	\$3,600	\$4,697	\$0	\$3,303	\$0
7 DS1s Port	10.6Mbps	\$8,013	NA	\$6,048	\$1,200	\$4,830	\$1,200	\$3,812	\$0	\$2,302	\$0
Access	10.6Mbps	\$1,735	NA	\$1,590	\$2,800	\$1,524	\$2,800	\$1,458	\$0	\$1,425	\$0
Total 7 DS1s Port and Access	10.6Mbps	\$9,748	NA	\$7,638	\$4,000	\$6,354	\$4,000	\$5,270	\$0	\$3,727	\$0
8 DS1s Port	12.1Mbps	\$9,194	NA	\$7,006	\$1,200	\$5,369	\$1,200	\$4,234	\$0	\$2,675	\$0
Access	12.1Mbps	\$1,983	NA	\$1,817	\$3,200	\$1,742	\$3,200	\$1,666	\$0	\$1,628	\$0
Total 8 DS1s Port and Access	12.1Mbps	\$11,177	NA	\$8,823	\$4,400	\$7,111	\$4,400	\$5,900	\$0	\$4,303	\$0

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
1st Revised Sheet 41

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(4)

(C)

4.3 Rates (Cont'd)

B-ICI Port and Access		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
DS1 Port	1.5Mbps	\$6,315	NA	\$4,629	\$600	\$3,330	\$600	\$2,332	\$0	\$1,310	\$0
Access	1.5Mbps	\$248	NA	\$227	\$400	\$218	\$400	\$208	\$0	\$204	\$0
Total DS1 Port and Access	1.5Mbps	\$6,563	NA	\$4,856	\$1,000	\$3,548	\$1,000	\$2,540	\$0	\$1,514	\$0
DS3 Port	40Mbps	\$14,127	NA	\$10,824	\$1,250	\$8,006	\$1,250	\$5,850	\$0	\$3,492	\$0
Access	40Mbps	\$2,736	NA	\$2,585	\$1,250	\$2,437	\$1,250	\$1,985	\$0	\$1,671	\$0
Total DS3 Port and Access	40Mbps	\$16,863	NA	\$13,409	\$2,500	\$10,443	\$2,500	\$7,835	\$0	\$5,163	\$0
OC-3c Port	149Mbps	\$18,213	NA	\$14,271	\$1,500	\$11,420	\$1,500	\$9,155	\$0	\$6,104	\$0
Access	149Mbps	\$2,867	NA	\$2,839	\$3,000	\$2,675	\$3,000	\$2,179	\$0	\$1,946	\$0
Total OC-3c Port and Access	149Mbps	\$21,080	NA	\$17,110	\$4,500	\$14,095	\$4,500	\$11,334	\$0	\$8,050	\$0
OC-3c Port	149Mbps	\$18,213	NA	\$14,271	\$1,500	\$11,420	\$1,500	\$9,155	\$0	\$6,104	\$0
Access (Protected)	149Mbps	\$3,867	NA	\$3,839	\$3,000	\$3,675	\$3,000	\$3,179	\$0	\$2,946	\$0
Total OC-3c Port and Access (Protected)	149Mbps	\$22,080	NA	\$18,110	\$4,500	\$15,095	\$4,500	\$12,334	\$0	\$9,050	\$0
OC-12c Port	599Mbps	\$34,440	NA	\$26,892	\$1,500	\$21,460	\$1,500	\$17,164	\$0	\$11,412	\$0
Access ⁽³⁾	599Mbps	\$5,142	NA	\$4,686	\$6,000	\$4,686	\$6,000	\$3,886	\$0	\$2,962	\$0
Total OC-12c Port and Access	599Mbps	\$39,582	NA	\$31,578	\$7,500	\$26,146	\$7,500	\$21,050	\$0	\$14,374	\$0
OC-12c Port	599Mbps	\$34,440	NA	\$26,892	\$1,500	\$21,460	\$1,500	\$17,164	\$0	\$11,412	\$0
Access ⁽³⁾ (Protected)	599Mbps	\$6,142	NA	\$5,686	\$6,000	\$5,686	\$6,000	\$4,886	\$0	\$3,962	\$0
Total OC-12c Port and Access (Protected)	599Mbps	\$40,582	NA	\$32,578	\$7,500	\$27,146	\$7,500	\$22,050	\$0	\$15,374	\$0

OC-12 Interoffice Mileage	Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
Fixed	\$3,632	NA	\$3,182	NA	\$3,182	NA	\$2,595	NA	\$2,035	NA
Per Mile	\$775	NA	\$665	NA	\$665	NA	\$563	NA	\$530	NA

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
1st Revised Sheet 42

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(4)

(C)

4.3 Rates (Cont'd)

Speed	Standard PVCs - Monthly						NRC ⁽²⁾
	Quality of Service (QoS)						
	UBR (PIR)		VBR-nrt (SIR)		CBR (PIR)		
	VCC	VPC	VCC	VPC	VCC	VPC	
8Kbps	\$2	\$3	\$3	\$4	\$7	\$9	\$60
16Kbps	\$2	\$3	\$3	\$4	\$7	\$9	\$60
32Kbps	\$2	\$3	\$3	\$4	\$7	\$9	\$60
48Kbps	\$2	\$3	\$3	\$4	\$7	\$9	\$60
56Kbps	\$2	\$3	\$3	\$4	\$7	\$9	\$60
64Kbps	\$2	\$3	\$3	\$4	\$7	\$9	\$60
128Kbps	\$3	\$4	\$5	\$6	\$7	\$9	\$60
192Kbps	\$5	\$6	\$8	\$9	\$10	\$13	\$60
256Kbps	\$7	\$8	\$10	\$13	\$13	\$17	\$60
320Kbps	\$8	\$10	\$13	\$16	\$17	\$21	\$60
384Kbps	\$10	\$13	\$15	\$19	\$20	\$25	\$60
448Kbps	\$12	\$15	\$18	\$22	\$23	\$29	\$60
512Kbps	\$13	\$17	\$20	\$25	\$27	\$33	\$60
576Kbps	\$15	\$19	\$23	\$28	\$30	\$38	\$60
640Kbps	\$17	\$21	\$25	\$31	\$33	\$42	\$60
704Kbps	\$18	\$23	\$28	\$34	\$37	\$46	\$60
768Kbps	\$20	\$25	\$30	\$38	\$40	\$50	\$60
832Kbps	\$22	\$27	\$33	\$41	\$43	\$54	\$60
896Kbps	\$23	\$29	\$35	\$44	\$47	\$58	\$60
960Kbps	\$25	\$31	\$38	\$47	\$50	\$63	\$60
1000Kbps	\$25	\$31	\$50	\$63	\$75	\$94	\$60
1024Kbps	\$27	\$33	\$40	\$50	\$53	\$67	\$60
1536Kbps	\$40	\$50	\$60	\$75	\$80	\$100	\$60
2Mbps	\$30	\$38	\$60	\$75	\$90	\$113	\$60
3Mbps	\$35	\$44	\$70	\$88	\$105	\$131	\$60
4Mbps	\$40	\$50	\$80	\$100	\$120	\$150	\$60
5Mbps	\$45	\$56	\$90	\$113	\$135	\$169	\$60
6Mbps	\$50	\$63	\$100	\$125	\$150	\$188	\$60
7Mbps	\$55	\$69	\$110	\$138	\$165	\$206	\$60
8Mbps	\$60	\$75	\$120	\$150	\$180	\$225	\$60
9Mbps	\$65	\$81	\$130	\$163	\$195	\$244	\$60
10Mbps	\$70	\$88	\$140	\$175	\$210	\$263	\$60

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
1st Revised Sheet 43

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(4)

(C)

4.3 Rates (Cont'd)

Speed	Standard PVCs - Monthly						NRC ⁽²⁾
	Quality of Service (QoS)						
	UBR (PIR)		VBR-nrt (SIR)		CBR (PIR)		
		VPC	VCC	VPC	VCC	VPC	
11Mbps	\$75	\$94	\$150	\$188	\$225	\$281	\$60
12Mbps	\$80	\$100	\$160	\$200	\$240	\$300	\$60
13Mbps	\$85	\$106	\$170	\$213	\$255	\$319	\$60
14Mbps	\$90	\$113	\$180	\$225	\$270	\$338	\$60
15Mbps	\$95	\$119	\$190	\$238	\$285	\$356	\$60
16Mbps	\$100	\$125	\$200	\$250	\$300	\$375	\$60
17Mbps	\$105	\$131	\$210	\$263	\$315	\$394	\$60
18Mbps	\$110	\$138	\$220	\$275	\$330	\$413	\$60
19Mbps	\$115	\$144	\$230	\$288	\$345	\$431	\$60
20Mbps	\$120	\$150	\$240	\$300	\$360	\$450	\$60
25Mbps	\$125	\$156	\$250	\$313	\$375	\$469	\$60
30Mbps	\$150	\$188	\$300	\$375	\$450	\$563	\$60
35Mbps	\$175	\$219	\$350	\$438	\$525	\$656	\$60
40Mbps	\$200	\$250	\$400	\$500	\$600	\$750	\$60
45Mbps	\$205	\$256	\$410	\$513	\$615	\$769	\$60
50Mbps	\$207	\$259	\$414	\$517	\$621	\$776	\$60
55Mbps	\$228	\$284	\$455	\$569	\$683	\$853	\$60
60Mbps	\$248	\$310	\$497	\$621	\$745	\$931	\$60
65Mbps	\$269	\$336	\$538	\$672	\$807	\$1,009	\$60
70Mbps	\$290	\$362	\$579	\$724	\$869	\$1,086	\$60
75Mbps	\$310	\$388	\$621	\$776	\$931	\$1,164	\$60
80Mbps	\$331	\$414	\$662	\$828	\$993	\$1,241	\$60
85Mbps	\$352	\$440	\$703	\$879	\$1,055	\$1,319	\$60
90Mbps	\$372	\$466	\$745	\$931	\$1,117	\$1,397	\$60
95Mbps	\$393	\$491	\$786	\$983	\$1,179	\$1,474	\$60
100Mbps	\$414	\$517	\$828	\$1,034	\$1,241	\$1,552	\$60
105Mbps	\$434	\$543	\$869	\$1,086	\$1,303	\$1,629	\$60
110Mbps	\$455	\$569	\$910	\$1,138	\$1,366	\$1,707	\$60
115Mbps	\$476	\$595	\$952	\$1,190	\$1,428	\$1,784	\$60
120Mbps	\$497	\$621	\$993	\$1,241	\$1,490	\$1,862	\$60
125Mbps	\$517	\$647	\$1,034	\$1,293	\$1,552	\$1,940	\$60
130Mbps	\$538	\$672	\$1,076	\$1,345	\$1,614	\$2,017	\$60
135Mbps	\$559	\$698	\$1,117	\$1,397	\$1,676	\$2,095	\$60
140Mbps	\$579	\$724	\$1,159	\$1,448	\$1,738	\$2,172	\$60
145Mbps	\$600	\$750	\$1,200	\$1,500	\$1,800	\$2,250	\$60

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
1st Revised Sheet 44

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(4)

(C)

4.3 Rates (Cont'd)

Speed	FRATM PVCs - Monthly						NRC ⁽²⁾
	Standard		Alternate Routing		Disaster Recovery		
	VBR-nrt (SIR)	VBR-rt (PIR)	VBR-nrt (SIR)	VBR-rt (PIR)	VBR-nrt (SIR)	VBR-rt (PIR)	
	VCC Only	VCC Only	VCC Only	VCC Only	VCC Only	VCC Only	
8Kbps	\$4	\$6	\$3	\$5	\$2	\$3	\$60
16Kbps	\$5	\$8	\$4	\$6	\$3	\$4	\$60
32Kbps	\$6	\$9	\$5	\$8	\$3	\$5	\$60
48Kbps	\$7	\$11	\$6	\$9	\$4	\$5	\$60
56Kbps	\$8	\$12	\$7	\$10	\$4	\$6	\$60
64Kbps	\$9	\$14	\$8	\$11	\$5	\$7	\$60
128Kbps	\$10	\$15	\$9	\$13	\$5	\$8	\$60
192Kbps	\$11	\$17	\$9	\$14	\$6	\$8	\$60
256Kbps	\$12	\$18	\$10	\$15	\$6	\$9	\$60
320Kbps	\$13	\$19	\$11	\$16	\$6	\$9	\$60
384Kbps	\$15	\$23	\$13	\$19	\$8	\$11	\$60
448Kbps	\$18	\$26	\$15	\$22	\$9	\$13	\$60
512Kbps	\$20	\$30	\$17	\$26	\$10	\$15	\$60
576Kbps	\$23	\$34	\$19	\$29	\$11	\$17	\$60
640Kbps	\$25	\$38	\$21	\$32	\$13	\$19	\$60
704Kbps	\$28	\$41	\$23	\$35	\$14	\$21	\$60
768Kbps	\$30	\$45	\$26	\$38	\$15	\$23	\$60
832Kbps	\$33	\$49	\$28	\$41	\$16	\$24	\$60
896Kbps	\$35	\$53	\$30	\$45	\$18	\$26	\$60
960Kbps	\$38	\$56	\$32	\$48	\$19	\$28	\$60
1000Kbps	\$50	\$75	\$43	\$64	\$25	\$38	\$60
1024Kbps	\$40	\$60	\$34	\$51	\$20	\$30	\$60
1536Kbps	\$60	\$90	\$51	\$77	\$30	\$45	\$60
2Mbps	\$60	\$90	\$51	\$77	\$30	\$45	\$60
3Mbps	\$70	\$105	\$60	\$89	\$35	\$53	\$60
4Mbps	\$80	\$120	\$68	\$102	\$40	\$60	\$60
5Mbps	\$90	\$135	\$77	\$115	\$45	\$68	\$60
6Mbps	\$100	\$150	\$85	\$128	\$50	\$75	\$60
7Mbps	\$110	\$165	\$94	\$140	\$55	\$83	\$60
8Mbps	\$120	\$180	\$102	\$153	\$60	\$90	\$60
9Mbps	\$130	\$195	\$111	\$166	\$65	\$98	\$60
10Mbps	\$140	\$210	\$119	\$179	\$70	\$105	\$60

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
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Section 1
1st Revised Sheet 45

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(4)

(C)

4.3 Rates (Cont'd)

Speed	2. FRATM PVCs - Monthly						NRC ⁽²⁾
	Standard		Alternate Routing		Disaster Recovery		
	VBR-nrt (SIR)	VBR-rt (PIR)	VBR-nrt (SIR)	VBR-rt (PIR)	VBR-nrt (SIR)	VBR-rt (PIR)	
	VCC Only	VCC Only	VCC Only	VCC Only	VCC Only	VCC Only	
11Mbps	\$150	\$225	\$128	\$191	\$75	\$113	\$60
12Mbps	\$160	\$240	\$136	\$204	\$80	\$120	\$60
13Mbps	\$170	\$255	\$145	\$217	\$85	\$128	\$60
14Mbps	\$180	\$270	\$153	\$230	\$90	\$135	\$60
15Mbps	\$190	\$285	\$162	\$242	\$95	\$143	\$60
16Mbps	\$200	\$300	\$170	\$255	\$100	\$150	\$60
17Mbps	\$210	\$315	\$179	\$268	\$105	\$158	\$60
18Mbps	\$220	\$330	\$187	\$281	\$110	\$165	\$60
19Mbps	\$230	\$345	\$196	\$293	\$115	\$173	\$60
20Mbps	\$240	\$360	\$204	\$306	\$120	\$180	\$60
25Mbps	\$250	\$375	\$213	\$319	\$125	\$188	\$60
30Mbps	\$300	\$450	\$255	\$383	\$150	\$225	\$60
35Mbps	\$350	\$525	\$298	\$446	\$175	\$263	\$60
40Mbps	\$400	\$600	\$340	\$510	\$200	\$300	\$60

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
1st Revised Sheet 46

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(4)

(C)

4.3 Rates (Cont'd)

Speed	Alternate Routing PVCs - Monthly			Disaster Recovery PVCs - Monthly			NRC ⁽²⁾
	Quality of Service			Quality of Service			
	UBR (PIR)	VBR-nrt (SIR)	CBR (PIR)	UBR (PIR)	VBR-nrt (SIR)	CBR (PIR)	
	VCC Only			VCC Only			
8Kbps	\$2	\$3	\$6	\$1	\$2	\$4	\$6
16Kbps	\$2	\$3	\$6	\$1	\$2	\$4	\$6
32Kbps	\$2	\$3	\$6	\$1	\$2	\$4	\$6
48Kbps	\$2	\$3	\$6	\$1	\$2	\$4	\$6
56Kbps	\$2	\$3	\$6	\$1	\$2	\$4	\$6
64Kbps	\$2	\$3	\$6	\$1	\$2	\$4	\$6
128Kbps	\$3	\$4	\$6	\$2	\$3	\$4	\$6
192Kbps	\$4	\$6	\$9	\$3	\$4	\$5	\$6
256Kbps	\$6	\$9	\$11	\$3	\$5	\$7	\$6
320Kbps	\$7	\$11	\$14	\$4	\$6	\$8	\$6
384Kbps	\$9	\$13	\$17	\$5	\$8	\$10	\$6
448Kbps	\$10	\$15	\$20	\$6	\$9	\$12	\$6
512Kbps	\$11	\$17	\$23	\$7	\$10	\$13	\$6
576Kbps	\$13	\$19	\$26	\$8	\$11	\$15	\$6
640Kbps	\$14	\$21	\$28	\$8	\$13	\$17	\$6
704Kbps	\$16	\$23	\$31	\$9	\$14	\$18	\$6
768Kbps	\$17	\$26	\$34	\$10	\$15	\$20	\$6
832Kbps	\$18	\$28	\$37	\$11	\$16	\$22	\$6
896Kbps	\$20	\$30	\$40	\$12	\$18	\$23	\$6
960Kbps	\$21	\$32	\$43	\$13	\$19	\$25	\$6
1000Kbps	\$21	\$43	\$64	\$13	\$25	\$38	\$6
1024Kbps	\$23	\$34	\$45	\$13	\$20	\$27	\$6
1536Kbps	\$34	\$51	\$68	\$20	\$30	\$40	\$6
2Mbps	\$26	\$51	\$77	\$15	\$30	\$45	\$6
3Mbps	\$30	\$60	\$89	\$18	\$35	\$53	\$6
4Mbps	\$34	\$68	\$102	\$20	\$40	\$60	\$6
5Mbps	\$38	\$77	\$115	\$23	\$45	\$68	\$6
6Mbps	\$43	\$85	\$128	\$25	\$50	\$75	\$6
7Mbps	\$47	\$94	\$140	\$28	\$55	\$83	\$6
8Mbps	\$51	\$102	\$153	\$30	\$60	\$90	\$6
9Mbps	\$55	\$111	\$166	\$33	\$65	\$98	\$6
10Mbps	\$60	\$119	\$179	\$35	\$70	\$105	\$6

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
1st Revised Sheet 47

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(4)

(C)

4.3 Rates (Cont'd)

Speed	Alternate Routing PVCs - Monthly			Disaster Recovery PVCs - Monthly			NRC ⁽²⁾
	Quality of Service			Quality of Service			
	UBR (PIR)	VBR-nrt (SIR)	CBR (PIR)	UBR (PIR)	VBR-nrt (SIR)	CBR (PIR)	
	VCC Only			VCC Only			
11Mbps	\$64	\$128	\$191	\$38	\$75	\$113	\$60
12Mbps	\$68	\$136	\$204	\$40	\$80	\$120	\$60
13Mbps	\$72	\$145	\$217	\$43	\$85	\$128	\$60
14Mbps	\$77	\$153	\$230	\$45	\$90	\$135	\$60
15Mbps	\$81	\$162	\$242	\$48	\$95	\$143	\$60
16Mbps	\$85	\$170	\$255	\$50	\$100	\$150	\$60
17Mbps	\$89	\$179	\$268	\$53	\$105	\$158	\$60
18Mbps	\$94	\$187	\$281	\$55	\$110	\$165	\$60
19Mbps	\$98	\$196	\$293	\$58	\$115	\$173	\$60
20Mbps	\$102	\$204	\$306	\$60	\$120	\$180	\$60
25Mbps	\$106	\$213	\$319	\$63	\$125	\$188	\$60
30Mbps	\$128	\$255	\$383	\$75	\$150	\$225	\$60
35Mbps	\$149	\$298	\$446	\$88	\$175	\$263	\$60
40Mbps	\$170	\$340	\$510	\$100	\$200	\$300	\$60
45Mbps	\$174	\$349	\$523	\$103	\$205	\$308	\$60
50Mbps	\$176	\$352	\$528	\$103	\$207	\$310	\$60
55Mbps	\$193	\$387	\$580	\$114	\$228	\$341	\$60
60Mbps	\$211	\$422	\$633	\$124	\$248	\$372	\$60
65Mbps	\$229	\$457	\$686	\$134	\$269	\$403	\$60
70Mbps	\$246	\$492	\$739	\$145	\$290	\$434	\$60
75Mbps	\$264	\$528	\$791	\$155	\$310	\$466	\$60
80Mbps	\$281	\$563	\$844	\$166	\$331	\$497	\$60
85Mbps	\$299	\$598	\$897	\$176	\$352	\$528	\$60
90Mbps	\$317	\$633	\$950	\$186	\$372	\$559	\$60
95Mbps	\$334	\$668	\$1,002	\$197	\$393	\$590	\$60
100Mbps	\$352	\$703	\$1,055	\$207	\$414	\$621	\$60
105Mbps	\$369	\$739	\$1,108	\$217	\$434	\$652	\$60
110Mbps	\$387	\$774	\$1,161	\$228	\$455	\$683	\$60
115Mbps	\$404	\$809	\$1,213	\$238	\$476	\$714	\$60
120Mbps	\$422	\$844	\$1,266	\$248	\$497	\$745	\$60
125Mbps	\$440	\$879	\$1,319	\$259	\$517	\$776	\$60
130Mbps	\$457	\$914	\$1,372	\$269	\$538	\$807	\$60
135Mbps	\$475	\$950	\$1,424	\$279	\$559	\$838	\$60
140Mbps	\$492	\$985	\$1,477	\$290	\$579	\$869	\$60
145Mbps	\$510	\$1,020	\$1,530	\$300	\$600	\$900	\$60

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
1st Revised Sheet 48

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(4)

(C)

4.3 Rates (Cont'd)

Multicasting PVCs - Monthly					
Speed	VBR-nrt (SIR)	NRC ⁽²⁾	Speed	VBR-nrt (SIR)	NRC ⁽²⁾
	VCC Only			VCC Only	
8Kbps	\$2	\$60	13Mbps	\$85	\$60
16Kbps	\$2	\$60	14Mbps	\$90	\$60
32Kbps	\$2	\$60	15Mbps	\$95	\$60
48Kbps	\$2	\$60	16Mbps	\$100	\$60
56Kbps	\$2	\$60	17Mbps	\$105	\$60
64Kbps	\$2	\$60	18Mbps	\$110	\$60
128Kbps	\$3	\$60	19Mbps	\$115	\$60
192Kbps	\$4	\$60	20Mbps	\$120	\$60
256Kbps	\$5	\$60	25Mbps	\$125	\$60
320Kbps	\$6	\$60	30Mbps	\$150	\$60
384Kbps	\$8	\$60	35Mbps	\$175	\$60
448Kbps	\$9	\$60	40Mbps	\$200	\$60
512Kbps	\$10	\$60	45Mbps	\$205	\$60
576Kbps	\$11	\$60	50Mbps	\$207	\$60
640Kbps	\$13	\$60	55Mbps	\$228	\$60
704Kbps	\$14	\$60	60Mbps	\$248	\$60
768Kbps	\$15	\$60	65Mbps	\$269	\$60
832Kbps	\$16	\$60	70Mbps	\$290	\$60
896Kbps	\$18	\$60	75Mbps	\$310	\$60
960Kbps	\$19	\$60	80Mbps	\$331	\$60
1000Kbps	\$25	\$60	85Mbps	\$352	\$60
1024Kbps	\$20	\$60	90Mbps	\$372	\$60
1536Kbps	\$30	\$60	95Mbps	\$393	\$60
2Mbps	\$30	\$60	100Mbps	\$414	\$60
3Mbps	\$35	\$60	105Mbps	\$434	\$60
4Mbps	\$40	\$60	110Mbps	\$455	\$60
5Mbps	\$45	\$60	115Mbps	\$476	\$60
6Mbps	\$50	\$60	120Mbps	\$497	\$60
7Mbps	\$55	\$60	125Mbps	\$517	\$60
8Mbps	\$60	\$60	130Mbps	\$538	\$60
9Mbps	\$65	\$60	135Mbps	\$559	\$60
10Mbps	\$70	\$60	140Mbps	\$579	\$60
11Mbps	\$75	\$60	145Mbps	\$600	\$60
12Mbps	\$80	\$60			

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
1st Revised Sheet 49

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(4)

(C)

4.3 Rates (Cont'd)

Speed	Alternate Routing PVCs – Monthly				Disaster Recovery PVCs - Monthly				NRC ⁽²⁾
	Quality of Service				Quality of Service				
	UBR (PIR)	VBR-nrt (SIR)	VBR-rt (PIR)	CBR (PIR)	UBR (PIR)	VBR-nrt (SIR)	VBR-rt (PIR)	CBR (PIR)	
	VPC ONLY				VPC ONLY				
8Kbps	\$2	\$3	\$6	\$7	\$1	\$2	\$4	\$4	\$60
16Kbps	\$2	\$3	\$6	\$7	\$1	\$2	\$4	\$4	\$60
32Kbps	\$2	\$3	\$6	\$7	\$1	\$2	\$4	\$4	\$60
48Kbps	\$2	\$3	\$6	\$7	\$1	\$2	\$4	\$4	\$60
56Kbps	\$2	\$3	\$6	\$7	\$1	\$2	\$4	\$4	\$60
64Kbps	\$2	\$4	\$6	\$7	\$1	\$3	\$4	\$4	\$60
128Kbps	\$3	\$5	\$7	\$7	\$2	\$3	\$4	\$5	\$60
192Kbps	\$5	\$8	\$10	\$11	\$3	\$5	\$6	\$6	\$60
256Kbps	\$6	\$11	\$13	\$14	\$4	\$6	\$8	\$8	\$60
320Kbps	\$8	\$13	\$17	\$18	\$5	\$8	\$10	\$10	\$60
384Kbps	\$10	\$16	\$20	\$21	\$6	\$9	\$12	\$13	\$60
448Kbps	\$11	\$19	\$23	\$25	\$7	\$11	\$14	\$15	\$60
512Kbps	\$13	\$21	\$27	\$28	\$8	\$13	\$16	\$17	\$60
576Kbps	\$14	\$24	\$30	\$32	\$9	\$14	\$18	\$19	\$60
640Kbps	\$16	\$27	\$33	\$35	\$10	\$16	\$20	\$21	\$60
704Kbps	\$18	\$29	\$37	\$39	\$11	\$17	\$21	\$23	\$60
768Kbps	\$19	\$32	\$40	\$43	\$13	\$19	\$23	\$25	\$60
832Kbps	\$21	\$35	\$43	\$46	\$14	\$20	\$25	\$27	\$60
896Kbps	\$22	\$37	\$46	\$50	\$15	\$22	\$27	\$29	\$60
960Kbps	\$24	\$40	\$50	\$53	\$16	\$23	\$29	\$31	\$60
1000Kbps	\$27	\$53	\$73	\$80	\$16	\$31	\$43	\$47	\$60
1024Kbps	\$26	\$43	\$53	\$57	\$17	\$25	\$31	\$33	\$60
1536Kbps	\$38	\$64	\$80	\$85	\$25	\$38	\$47	\$50	\$60
2Mbps	\$32	\$64	\$88	\$96	\$19	\$38	\$52	\$56	\$60
3Mbps	\$37	\$74	\$102	\$112	\$22	\$44	\$60	\$66	\$60
4Mbps	\$43	\$85	\$117	\$128	\$25	\$50	\$69	\$75	\$60
5Mbps	\$48	\$96	\$131	\$143	\$28	\$56	\$77	\$84	\$60
6Mbps	\$53	\$106	\$146	\$159	\$31	\$63	\$86	\$94	\$60
7Mbps	\$58	\$117	\$161	\$175	\$34	\$69	\$95	\$103	\$60
8Mbps	\$64	\$128	\$175	\$191	\$38	\$75	\$103	\$113	\$60
9Mbps	\$69	\$138	\$190	\$207	\$41	\$81	\$112	\$122	\$60
10Mbps	\$74	\$149	\$205	\$223	\$44	\$88	\$120	\$131	\$60

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 1
1st Revised Sheet 50

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(4)

(C)

4.3 Rates (Cont'd)

Speed	Alternate Routing PVCs – Monthly				Disaster Recovery PVCs - Monthly				NRC ⁽²⁾
	Quality of Service				Quality of Service				
	UBR (PIR)	VBR-nrt (SIR)	VBR-rt (PIR)	CBR (PIR)	UBR (PIR)	VBR-nrt (SIR)	VBR-rt (PIR)	CBR (PIR)	
	VPC ONLY				VPC ONLY				
11Mbps	\$80	\$159	\$219	\$239	\$47	\$94	\$129	\$141	\$60
12Mbps	\$85	\$170	\$234	\$255	\$50	\$100	\$138	\$150	\$60
13Mbps	\$90	\$181	\$248	\$271	\$53	\$106	\$146	\$159	\$60
14Mbps	\$96	\$191	\$263	\$287	\$56	\$113	\$155	\$169	\$60
15Mbps	\$101	\$202	\$278	\$303	\$59	\$119	\$163	\$178	\$60
16Mbps	\$106	\$213	\$292	\$319	\$63	\$125	\$172	\$188	\$60
17Mbps	\$112	\$223	\$307	\$335	\$66	\$131	\$180	\$197	\$60
18Mbps	\$117	\$234	\$321	\$351	\$69	\$138	\$189	\$206	\$60
19Mbps	\$122	\$244	\$336	\$367	\$72	\$144	\$198	\$216	\$60
20Mbps	\$128	\$255	\$351	\$383	\$75	\$150	\$206	\$225	\$60
25Mbps	\$133	\$266	\$365	\$398	\$78	\$156	\$215	\$234	\$60
30Mbps	\$159	\$319	\$438	\$478	\$94	\$188	\$258	\$281	\$60
35Mbps	\$186	\$372	\$511	\$558	\$109	\$219	\$301	\$328	\$60
40Mbps	\$213	\$425	\$584	\$638	\$125	\$250	\$344	\$375	\$60
45Mbps	\$218	\$436	\$599	\$653	\$128	\$256	\$352	\$384	\$60
50Mbps	\$220	\$440	\$605	\$659	\$129	\$259	\$356	\$388	\$60
55Mbps	\$242	\$484	\$665	\$725	\$142	\$284	\$391	\$427	\$60
60Mbps	\$264	\$528	\$725	\$791	\$155	\$310	\$427	\$466	\$60
65Mbps	\$286	\$572	\$786	\$857	\$168	\$336	\$462	\$504	\$60
70Mbps	\$308	\$616	\$846	\$923	\$181	\$362	\$498	\$543	\$60
75Mbps	\$330	\$659	\$907	\$989	\$194	\$388	\$533	\$582	\$60

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ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
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Section 1
1st Revised Sheet 51

Effective: March 16, 2022

ASYNCHRONOUS TRANSFER MODE (ATM) SERVICE (1)(4)

(C)

4.3 Rates (Cont'd)

Speed	Alternate Routing PVCs – Monthly				Disaster Recovery PVCs - Monthly				NRC ⁽²⁾
	Quality of Service				Quality of Service				
	UBR (PIR)	VBR-nrt (SIR)	VBR-rt (PIR)	CBR (PIR)	UBR (PIR)	VBR-nrt (SIR)	VBR-rt (PIR)	CBR (PIR)	
	VPC ONLY				VPC ONLY				
80Mbps	\$352	\$703	\$967	\$1,055	\$207	\$414	\$569	\$621	\$60
85Mbps	\$374	\$747	\$1,028	\$1,121	\$220	\$440	\$605	\$659	\$60
90Mbps	\$396	\$791	\$1,088	\$1,187	\$233	\$466	\$640	\$698	\$60
95Mbps	\$418	\$835	\$1,149	\$1,253	\$246	\$491	\$676	\$737	\$60
100Mbps	\$440	\$879	\$1,209	\$1,319	\$259	\$517	\$711	\$776	\$60
105Mbps	\$462	\$923	\$1,270	\$1,385	\$272	\$543	\$747	\$815	\$60
110Mbps	\$484	\$967	\$1,330	\$1,451	\$284	\$569	\$782	\$853	\$60
115Mbps	\$506	\$1,011	\$1,390	\$1,517	\$297	\$595	\$818	\$892	\$60
120Mbps	\$528	\$1,055	\$1,451	\$1,583	\$310	\$621	\$853	\$931	\$60
125Mbps	\$550	\$1,099	\$1,511	\$1,649	\$323	\$647	\$889	\$970	\$60
130Mbps	\$572	\$1,143	\$1,572	\$1,715	\$336	\$672	\$925	\$1,009	\$60
135Mbps	\$594	\$1,187	\$1,632	\$1,781	\$349	\$698	\$960	\$1,047	\$60
140Mbps	\$616	\$1,231	\$1,693	\$1,847	\$362	\$724	\$996	\$1,086	\$60
145Mbps	\$638	\$1,275	\$1,753	\$1,913	\$375	\$750	\$1,031	\$1,125	\$60

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FRAME RELAY SERVICE (1)(2)

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5.1 Service Description

Effective September 30, 2011, Frame Relay Service defined in this paragraph of this Product Guide will no longer be available to new customers. Existing term plan customers of Frame Relay Service may add, move, remove or change lines and/or locations in accordance with the terms and conditions of their current term plan agreement for the duration of their current term plan agreement, but may not enter into any new term plan agreements except a new 12 month term for service additions as permitted above. The Company will support one extension of an existing non-expired term plan agreement (other than a new term plan for service additions as provided above) past its current term for twelve (12) months, provided the extension is signed on or before June 30, 2013, and the extension period expires no later than June 30, 2014. Upon expiration of the extension and for existing customers who do not extend an existing non-expired term plan agreement, service will continue on a month-to-month basis at the same rates in effect for such service immediately prior to such expiration, until the service is discontinued on at least 30 days prior notice by the customer or on at least 30 days notice by the Company. During such month-to-month period, the Company may change the rates, terms and conditions applicable to the customer's services upon at least 30 days written notice to the customer. Effective September 30, 2011, early termination charges shall not apply to any Frame Relay service defined in this paragraph of this Product Guide.

Frame Relay Service (FRS) is a public, metropolitan wide-area data service that provides high throughput and low delay. It utilizes advanced packet switching technology and highly reliable digital transmission facilities to provide the performance of leased lines and the flexibility and connectivity features of Local Area Networks (LANs) in an efficient, economical data delivery service.

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5.2 Service Components

A nonrecurring charge and a monthly rate apply, based upon the speed of the connections and term plan selected.

5.2.1 User Network Interface (UNI) Port and Access

UNI Port and Access connects the Customer to the Company's FRS network, based upon the standards defined UNI signaling protocol. UNI Port and Access is available at various speeds between 56 Kbps and DS3. Each UNI Port and Access will accommodate multiple Permanent Virtual Circuits (PVCs), based upon the speeds selected.

5.2.2 User Network Interface (UNI) Port Only

UNI Port Only provides the Customer a port connection into the Company's FRS network based upon the standards defined UNI signaling protocol. UNI Port Only is available at several speeds between 56 Kbps and DS3. When UNI Port Only is selected, it is the Customer's responsibility to obtain access to Company's FRS network. Each UNI Port Only will accommodate multiple Permanent Virtual Circuits (PVCs), based upon the speeds selected.

5.2.3 Multilink UNI Port and Access

Multilink UNI Port and Access provides inverse multiplexing of a frame stream over two (2) to eight (8) physical DS1s and retrieval of the original stream at the far end of those connections. Multilink UNI Port and Access is based upon the standards defined FRF. 16 UNI signaling protocol.

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5.2 Service Components (Cont'd)

5.2.4 Multilink UNI Port Only

Multilink UNI Port Only provides the Customer a Multilink port connection into the Company's FRS network based upon the standards defined UNI signaling protocol. When Multilink UNI Port Only is selected, it is the Customer's responsibility to obtain access to Company's FRS network. Multilink UNI Port Only is provided over two (2) to eight (8) physical DS1s.

5.2.5 Network to Network Interface (NNI) Port and Access

NNI Port and Access connects the Customer to the Company's FRS network, based upon the standards defined NNI signaling protocol. NNI Port and Access is available at DS1 and DS3 speeds. Each NNI Port and Access will accommodate multiple Permanent Virtual Circuits (PVCs), based upon the speeds selected.

5.2.6 Network to Network Interface (NNI) Port Only

NNI Port Only provides the Customer a port connection into the Company's FRS network based upon the standards defined NNI signaling protocol. NNI Port Only is available at DS1 and DS3 speeds. When NNI Port Only is selected, it is the Customer's responsibility to obtain access to Company's FRS network. Each NNI Port Only will accommodate multiple Permanent Virtual Circuits (PVCs), based upon the speeds selected.

5.2.7 Permanent Virtual Circuits (PVCs)

PVCs are logical connections between two (2) ports that allow data to be sent from one Customer location to another. PVCs do not engage capacity when idle, allowing the available capacity to be allocated to other active PVCs that are in need of additional bandwidth. PVCs are duplex (two-way).

Each PVC type is assigned a Committed Information Rate (CIR). CIR is the rate in Kbps or Mbps at which the Company commits to transfer user data under normal conditions.

A PVC may exceed its assigned CIR when transmitting a large file or volume of information. This condition is known as bursting. Excess capacity must be available on the port connection for bursting to occur. Bursting cannot exceed the port speed.

When placing an order for Service, customer must specify the following for each PVC:

- PVC Connection Type;
- PVC Type; and
- Quality of Service.

PVCs purchased from this Paragraph of Frame Relay Service must have at least one associated Port purchased from this Paragraph as well.

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5.2 Service Components (Cont'd)

5.2.7 Permanent Virtual Circuits (PVCs) (Cont'd)

5.2.7.A PVC Connection Types

(1) Frame Relay to Frame Relay

Frame Relay to Frame Relay connects two Frame Relay customer locations.

(2) Frame Relay to ATM Service (FRATM)

FRATM connects two customer locations, one having a Frame Relay port and the other an ATM port, to provide transparent interworking between Frame Relay and ATM networks.

5.2.7.B PVC Types

(1) Standard PVC

Standard PVCs are utilized in typical Frame Relay networks to provide logical connections between two ports.

(2) Disaster Recovery PVC

Disaster Recovery PVCs allow for the implementation of logical connections between branch locations and a secondary processor/server center (disaster recovery location) should a non-recoverable disaster occur at the primary host location. The disaster recovery location must also be served by an active, Company provided Frame Relay Port.

The Disaster Recovery PVC is provisioned based upon an initial order from the Customer and pre-configured in the Frame Relay switch, but set to a disabled mode. Customer must initiate PVC activation with Company and necessary third party vendors.

(3) Alternate Routing PVCs

Alternate Routing PVCs provide a logical connection to an alternate host site processor/server in the event of an outage at the primary location. Alternate Routing PVCs are to be utilized in the event of an outage at the primary location only, not day-to-day use.

The Alternate Routing PVC is provisioned based upon an initial order from the Customer and available at all times. The remote Customer location is provisioned with two active PVCs, one end to the primary Customer location and one end to the backup Customer location.

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5.3 Rates

UNI Port Only		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
DS0	56Kbps	\$136	NA	\$113	\$350	\$96	\$350	\$93	\$0	\$86	\$0
DS0	64Kbps	\$136	NA	\$113	\$350	\$96	\$350	\$93	\$0	\$86	\$0
Fractional DS1	128Kbps	\$291	NA	\$267	\$400	\$223	\$400	\$213	\$0	\$208	\$0
Fractional DS1	256Kbps	\$1,541	NA	\$1,179	\$400	\$818	\$400	\$648	\$0	\$441	\$0
Fractional DS1	384Kbps	\$1,649	NA	\$1,263	\$400	\$870	\$400	\$698	\$0	\$473	\$0
Fractional DS1	512Kbps	\$1,732	NA	\$1,328	\$400	\$920	\$400	\$734	\$0	\$497	\$0
Fractional DS1	768Kbps	\$1,835	NA	\$1,404	\$400	\$971	\$400	\$776	\$0	\$525	\$0
DS1	1.5Mbps	\$2,686	N/A	\$2,055	\$450	\$1,426	\$450	\$1,136	\$0	\$770	\$0
DS3	40Mbps	\$15,851	N/A	\$12,477	\$1,000	\$9,244	\$1,000	\$6,653	\$0	\$3,890	\$0

Multilink UNI Port Only		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
2 DS1s Port	3.0Mbps	\$3,567	NA	\$2,856	\$1,200	\$2,280	\$1,200	\$1,815	\$0	\$1,232	\$0
3 DS1s Port	4.5Mbps	\$4,445	NA	\$3,552	\$1,200	\$2,840	\$1,200	\$2,261	\$0	\$1,535	\$0
4 DS1s Port	6.0Mbps	\$5,196	NA	\$4,157	\$1,200	\$3,317	\$1,200	\$2,645	\$0	\$1,794	\$0
5 DS1s Port	7.6Mbps	\$5,867	NA	\$4,692	\$1,200	\$3,748	\$1,200	\$2,987	\$0	\$2,026	\$0
6 DS1s Port	9.1Mbps	\$6,477	NA	\$5,182	\$1,200	\$4,136	\$1,200	\$3,298	\$0	\$2,236	\$0
7 DS1s Port	10.6Mbps	\$7,041	NA	\$5,634	\$1,200	\$4,497	\$1,200	\$3,585	\$0	\$2,433	\$0
8 DS1s Port	12Mbps	\$7,570	NA	\$6,054	\$1,200	\$4,838	\$1,200	\$3,855	\$0	\$2,615	\$0

NNI Port Only		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
DS1	1.5Mbps	\$2,686	NA	\$2,055	\$450	\$1,426	\$450	\$1,136	\$0	\$770	\$0
DS3	40Mbps	\$15,851	NA	\$12,477	\$1,000	\$9,244	\$1,000	\$6,653	\$0	\$3,890	\$0

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5.3 Rates (Cont'd)

UNI Port and Access		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
DS0 Port	56Kbps	\$136	NA	\$113	\$350	\$96	\$350	\$93	\$0	\$86	\$0
Access	56Kbps	\$115	NA	\$96	\$350	\$93	\$350	\$91	\$0	\$83	\$0
Total DS0 Port and Access	56Kbps	\$251	NA	\$209	\$700	\$189	\$700	\$184	\$0	\$169	\$0
DS0 Port	64Kbps	\$136	NA	\$113	\$350	\$96	\$350	\$93	\$0	\$86	\$0
Access	64Kbps	\$115	NA	\$96	\$350	\$93	\$350	\$91	\$0	\$83	\$0
Total DS0 Port and Access	64Kbps	\$251	NA	\$209	\$700	\$189	\$700	\$184	\$0	\$169	\$0
Fractional DS1 Port	128Kbps	\$291	NA	\$267	\$400	\$223	\$400	\$213	\$0	\$208	\$0
Access	128Kbps	\$248	NA	\$227	\$400	\$218	\$400	\$208	\$0	\$204	\$0
Total Fractional DS1 Port and Access	128Kbps	\$539	NA	\$494	\$800	\$441	\$800	\$421	\$0	\$412	\$0
Fractional DS1 Port	256Kbps	\$1,541	NA	\$1,179	\$400	\$818	\$400	\$648	\$0	\$441	\$0
Access	256Kbps	\$248	NA	\$227	\$400	\$218	\$400	\$208	\$0	\$204	\$0
Total Fractional DS1 Port and Access	256Kbps	\$1,789	NA	\$1,406	\$800	\$1,036	\$800	\$856	\$0	\$645	\$0
Fractional DS1 Port	384Kbps	\$1,649	NA	\$1,263	\$400	\$870	\$400	\$698	\$0	\$473	\$0
Access	384Kbps	\$248	NA	\$227	\$400	\$218	\$400	\$208	\$0	\$204	\$0
Total Fractional DS1 Port and Access	384Kbps	\$1,897	NA	\$1,490	\$800	\$1,088	\$800	\$906	\$0	\$677	\$0

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5.3 Rates (Cont'd)

UNI Port and Access		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
Fractional DS1 Port	512Kbps	\$1,732	NA	\$1,328	\$400	\$920	\$400	\$734	\$0	\$497	\$0
Access	512Kbps	\$248	NA	\$227	\$400	\$218	\$400	\$208	\$0	\$204	\$0
Total Fractional DS1 Port and Access	512Kbps	\$1,980	NA	\$1,555	\$800	\$1,138	\$800	\$942	\$0	\$701	\$0
Fractional DS1 Port	768Kbps	\$1,835	NA	\$1,404	\$400	\$971	\$400	\$776	\$0	\$525	\$0
Access	768Kbps	\$248	NA	\$227	\$400	\$218	\$400	\$208	\$0	\$204	\$0
Total Fractional DS1 Port and Access	768Kbps	\$2,083	NA	\$1,631	\$800	\$1,189	\$800	\$984	\$0	\$729	\$0
DS1 Port	1.5Mbps	\$2,686	NA	\$2,055	\$450	\$1,426	\$450	\$1,136	\$0	\$770	\$0
Access	1.5Mbps	\$248	NA	\$227	\$400	\$218	\$400	\$208	\$0	\$204	\$0
Total DS1 Port and Access	1.5Mbps	\$2,934	NA	\$2,282	\$850	\$1,644	\$850	\$1,344	\$0	\$974	\$0
DS3 Port	40Mbps	\$15,851	NA	\$12,477	\$1,000	\$9,244	\$1,000	\$6,653	\$0	\$3,890	\$0
Access	40Mbps	\$2,736	NA	\$2,585	\$1,250	\$2,437	\$1,250	\$1,985	\$0	\$1,671	\$0
Total DS3 Port and Access	40Mbps	\$18,587	NA	\$15,062	\$2,250	\$11,681	\$2,250	\$8,638	\$0	\$5,561	\$0

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5.3 Rates (Cont'd)

Multilink UNI Port and Access		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
2 DS1s Port	3.0Mbps	\$3,567	NA	\$2,856	\$1,200	\$2,280	\$1,200	\$1,815	\$0	\$1,232	\$0
Access	3.0Mbps	\$496	NA	\$454	\$800	\$435	\$800	\$416	\$0	\$407	\$0
Total 2 DS1s Port and Access	3.0Mbps	\$4,063	NA	\$3,310	\$2,000	\$2,715	\$2,000	\$2,231	\$0	\$1,639	\$0
3 DS1s Port	4.5Mbps	\$4,445	NA	\$3,552	\$1,200	\$2,840	\$1,200	\$2,261	\$0	\$1,535	\$0
Access	4.5Mbps	\$744	NA	\$682	\$1,200	\$653	\$1,200	\$625	\$0	\$611	\$0
Total 3 DS1s Port and Access	4.5Mbps	\$5,189	NA	\$4,234	\$2,400	\$3,493	\$2,400	\$2,886	\$0	\$2,146	\$0
4 DS1s Port	6.0Mbps	\$5,196	NA	\$4,157	\$1,200	\$3,317	\$1,200	\$2,645	\$0	\$1,794	\$0
Access	6.0Mbps	\$992	NA	\$909	\$1,600	\$871	\$1,600	\$833	\$0	\$814	\$0
Total 4 DS1s Port and Access	6.0Mbps	\$6,188	NA	\$5,066	\$2,800	\$4,188	\$2,800	\$3,478	\$0	\$2,608	\$0
5 DS1s Port	7.6Mbps	\$5,867	NA	\$4,692	\$1,200	\$3,748	\$1,200	\$2,987	\$0	\$2,026	\$0
Access	7.6Mbps	\$1,240	NA	\$1,136	\$2,000	\$1,089	\$2,000	\$1,041	\$0	\$1,018	\$0
Total 5 DS1s Port and Access	7.6Mbps	\$7,107	NA	\$5,828	\$3,200	\$4,837	\$3,200	\$4,028	\$0	\$3,044	\$0
6 DS1s Port	9.1Mbps	\$6,477	NA	\$5,182	\$1,200	\$4,136	\$1,200	\$3,298	\$0	\$2,236	\$0
Access	9.1Mbps	\$1,487	NA	\$1,363	\$2,400	\$1,306	\$2,400	\$1,249	\$0	\$1,221	\$0
Total 6 DS1s Port and Access	9.1Mbps	\$7,964	NA	\$6,545	\$3,600	\$5,442	\$3,600	\$4,547	\$0	\$3,457	\$0
7 DS1s Port	10.6Mbps	\$7,041	NA	\$5,634	\$1,200	\$4,497	\$1,200	\$3,585	\$0	\$2,433	\$0
Access	10.6Mbps	\$1,735	NA	\$1,590	\$2,800	\$1,524	\$2,800	\$1,458	\$0	\$1,425	\$0
Total 7 DS1s Port and Access	10.6Mbps	\$8,776	NA	\$7,224	\$4,000	\$6,021	\$4,000	\$5,043	\$0	\$3,858	\$0
8 DS1s Port	12.1Mbps	\$7,570	NA	\$6,054	\$1,200	\$4,838	\$1,200	\$3,855	\$0	\$2,615	\$0
Access	12.1Mbps	\$1,983	NA	\$1,817	\$3,200	\$1,742	\$3,200	\$1,666	\$0	\$1,628	\$0
Total 8 DS1s Port and Access	12.1Mbps	\$9,553	NA	\$7,871	\$4,400	\$6,580	\$4,400	\$5,521	\$0	\$4,243	\$0

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- (2) Effective March 19, 2010, 5 Year terms are not available to new customers.
- (3) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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5.3 Rates (Cont'd)

NNI Port and Access		Out of Term		1 Year		2 Year		3 Year		5 Year ⁽²⁾	
Bandwidth	Speed	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC	Monthly	NRC
DS1 Port	1.5Mbps	\$2,686	NA	\$2,055	\$450	\$1,426	\$450	\$1,136	\$0	\$770	\$0
Access	1.5Mbps	\$248	NA	\$227	\$400	\$218	\$400	\$208	\$0	\$204	\$0
Total DS1 Port and Access	1.5Mbps	\$2,934	NA	\$2,282	\$850	\$1,644	\$850	\$1,344	\$0	\$974	\$0
DS3 Port	40Mbps	\$15,851	NA	\$12,477	\$1,000	\$9,244	\$1,000	\$6,653	\$0	\$3,890	\$0
Access	40Mbps	\$2,736	NA	\$2,585	\$1,250	\$2,437	\$1,250	\$1,985	\$0	\$1,671	\$0
Total DS3 Port and Access	40Mbps	\$18,587	NA	\$15,062	\$2,250	\$11,681	\$2,250	\$8,638	\$0	\$5,561	\$0

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.
- (2) Effective March 19, 2010, 5 Year terms are not available to new customers.
- (3) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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5.3 Rates (Cont'd)

CIR Speed	Monthly			NRC ⁽²⁾
	Standard PVC	Alternate Routing PVC	Disaster Recovery PVC	
8Kbps	\$3	\$2	\$1	\$30
16Kbps	\$4	\$3	\$2	\$30
32Kbps	\$5	\$4	\$3	\$30
48Kbps	\$6	\$5	\$3	\$30
56Kbps	\$7	\$6	\$4	\$30
64Kbps	\$8	\$7	\$4	\$30
128Kbps	\$9	\$8	\$5	\$30
192Kbps	\$10	\$9	\$5	\$30
256Kbps	\$11	\$9	\$6	\$30
320Kbps	\$12	\$10	\$6	\$30
384Kbps	\$14	\$12	\$7	\$30
448Kbps	\$16	\$14	\$8	\$30
512Kbps	\$18	\$15	\$9	\$30
576Kbps	\$22	\$19	\$11	\$30
640Kbps	\$24	\$20	\$12	\$30
704Kbps	\$27	\$23	\$13	\$30
768Kbps	\$28	\$24	\$14	\$30
832Kbps	\$29	\$25	\$15	\$30
896Kbps	\$31	\$26	\$15	\$30
960Kbps	\$32	\$27	\$16	\$30
1000Kbps	\$32	\$28	\$16	\$30
1024Kbps	\$33	\$28	\$16	\$30
1536Kbps	\$42	\$35	\$21	\$30

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.
- (2) Nonrecurring charges are waived for PVCs purchased with Customer's initial order for installation of Service, and only if Customer's associated Port or Port and Access is provided under a three (3) or five (5)⁽³⁾ year TPP.
- (3) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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5.3 Rates (Cont'd)

CIR Speed	Monthly			NRC ⁽²⁾
	Standard PVC	Alternate Routing PVC	Disaster Recovery PVC	
2Mbps	\$48	\$41	\$24	\$30
3Mbps	\$61	\$52	\$31	\$30
4Mbps	\$72	\$61	\$36	\$30
5Mbps	\$82	\$70	\$41	\$30
6Mbps	\$91	\$77	\$46	\$30
7Mbps	\$100	\$85	\$50	\$30
8Mbps	\$107	\$91	\$54	\$30
9Mbps	\$115	\$98	\$58	\$30
10Mbps	\$122	\$104	\$61	\$30
11Mbps	\$129	\$110	\$65	\$30
12Mbps	\$136	\$115	\$68	\$30
13Mbps	\$142	\$121	\$71	\$30
14Mbps	\$148	\$126	\$74	\$30
15Mbps	\$154	\$131	\$77	\$30
16Mbps	\$160	\$136	\$80	\$30
17Mbps	\$166	\$141	\$83	\$30
18Mbps	\$171	\$146	\$86	\$30
19Mbps	\$177	\$150	\$88	\$30
20Mbps	\$182	\$155	\$91	\$30
25Mbps	\$207	\$176	\$103	\$30
30Mbps	\$230	\$207	\$115	\$30
35Mbps	\$251	\$226	\$126	\$30
40Mbps	\$271	\$258	\$136	\$30

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.
- (2) Nonrecurring charges are waived for PVCs purchased with Customer's initial order for installation of Service, and only if Customer's associated Port or Port and Access is provided under a three (3) or five (5)⁽³⁾ year TPP.
- (3) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
|
(N)

PROMOTIONS (1)

6.1 Promotions

The Company may provide special promotional offerings to its Customers. These offerings may be limited to certain dates, times and locations.

Frame Relay Service Nonrecurring Charge Waiver

Company will waive the following Nonrecurring Charges for new Frame Relay Service ordered under a two (2) year TPP for the period from October 1, 2002 through December 29, 2002:

- All Port Only and Port and Access Nonrecurring Charges.
- PVC Nonrecurring Charges.

If Customer terminates Service prior to expiration of the committed service period, Termination Charges will apply as specified in Paragraph 3 of this Product Guide and Customer will be assessed and liable for any nonrecurring charges waived as a result of this promotion.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

ADVANCED SERVICES PRODUCT GUIDE

SPECIAL CONSTRUCTION (1)

7.1 Regulations

- 7.1.1 When special construction of facilities is required, the provisions of this paragraph apply in addition to all regulations, rates, and charges set forth in the appropriate service paragraph.
- 7.1.2 When special construction of facilities is required, the provisions of this paragraph apply in addition to all regulations, rates, and charges set forth in the appropriate service paragraph.
- 7.1.3 Special construction is required if 1) facilities or equipment is not available to meet an order for Service and Company or its vendors must construct facilities; 2) Customer requests Service to be furnished using a type of facility or equipment, or via a route, other than that which Company would normally utilize in providing the requested Service; or 3) Customer requests construction be expedited resulting in added cost to Company.
- 7.1.4 Special construction charges will be developed based on estimated costs.
- 7.1.5 Written Customer approval of all special construction charges must be provided to Company prior to start of construction.
- 7.1.6 For Services provided on a month to month basis, Customer must pay all special construction charges upfront before Company will begin special construction.
- 7.1.7 For Services provided pursuant to a volume or term commitment, Company may spread special construction charges across the term of the commitment, which will be in addition to any charges associated with the Service. If Customer cancels Service after construction has begun, but before commencement of Service, Customer will be liable for all charges incurred by Company. If Customer cancels Service after commencement of Service, Customer will be liable for all unpaid special construction charges in addition to any termination liability associated with termination of Service as set forth in the appropriate service paragraph.
- 7.1.8 If Customer fails to pay special construction charges due, refusal and discontinuance of the Services using the specially constructed facilities shall be in accordance with the appropriate regulations under which the Service is being provided.
- 7.1.9 Rates, charges and liabilities for special construction to provide facilities for use are following.

7.2 Charges Applicable for Facility Extension

When an applicant requests new service or upgraded service where construction of line facilities is required, the Telephone Company will cover the construction costs up to \$500.00. Any Construction charges over \$500.00 shall be recovered from the applicant. Construction charges for multicircuit customers will be on an ICB basis.

(N)

(N)

7.3 Charges

(T)

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

DISCOUNT PRICING PLANS (1)(3)

(C)

8.1 TPP Volume Discount Plan (TVP)

TPP Volume Discount Plan (TVP) is a discount pricing plan available to all Frame Relay and ATM Service arrangements. TVP applies as follows:

- (1) Customer is required to submit a Confirmation of Service Order to Company specifying it wishes to participate in TVP and identify desired Volume Commitment Level;
- (2) New Frame Relay or ATM Services ordered under a two (2), three (3) or five (5)⁽²⁾ year TPP will qualify for the TVP discounts;
- (3) Existing Frame Relay or ATM Services that are converted to new two (2), three (3) or five (5)⁽²⁾ year TPPs greater than or equal in length to the remaining portion of their current period qualify for TVP;
- (4) TVP discounts apply to monthly recurring charges for Frame Relay or ATM Ports, PVCs or Port and Access combinations. TVP discounts will be in addition to any discounts received under Term Pricing Plans. PVCs will receive TVP discounts but will not contribute to the Volume Commitment Levels described below;

8.1.1 Volume Discount Levels

Each Frame Relay or ATM Port Only or Port and Access combination that meets the conditions set forth in 8.1 above will count toward the Volume Commitment Levels. Each Frame Relay or ATM Port Only or Port and Access combination is equivalent to one Service arrangement.

Services converted to the Out of Term rates and Services purchased under a one (1) year TPP will not contribute to the Volume Commitment Level.

Customers may increase their volume discount level at any time during the TPP period. To receive the increased discount, customer must sign a new two (2), three (3) or five (5)⁽²⁾ year TPP for all Services to be included in discount and submit a new Confirmation of Service Order indicating their desire to increase their Volume Commitment Level.

Paragraph 8.1 preceding applies to all Frame Relay and ATM Service arrangements used to increase the Volume Commitment Level.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.
- (2) Effective March 19, 2010, 5 Year terms are not available to new customers.
- (3) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
|
(N)

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Section 1
1st Revised Sheet 66

Effective: March 16, 2022

DISCOUNT PRICING PLANS (1)(4)

(C)

8.1 TPP Volume Discount Plan (TVP) (Cont'd)

8.1.2 TVP Discounts

<u>Number of Frame and ATM Service Arrangements⁽²⁾</u>	<u>24, 36 or 60 Month TPP</u>
10-49	5%
50-99	7%
100-199	9%
200-299	11%
300+	13%
<u>Number of ATM Service Arrangements⁽³⁾</u>	<u>24, 36 or 60 Month TPP</u>
5-14	5%
15-24	7%
25-49	9%
50+	12%

8.1.3 Annual Review

Company will verify that customer is maintaining its Volume Commitment Level annually on anniversary date of TVP agreement. Customer must maintain service quantities equal to or greater than their minimum volume commitment to remain eligible for the discount. If customer drops below their committed volume level, Company will downgrade customer to the appropriate volume discount level for which they qualify. If customer's volume level drops below the minimum Volume Commitment Level TVP will no longer apply.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

(2) This category applies to Frame only or any combination of Frame and ATM Service arrangements.

(3) This category applies to ATM Service arrangements only.

(4) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
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(N)

ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
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Section 1
Original Sheet 67

Effective: August 14, 2017

SPECIAL PRICING ARRANGEMENTS (1)

9.1 Special Pricing Arrangements

9.1.1 Customer No.: 001
Contract Term: 36 months
Type of Service: Intrastate ATM Service

<u>Service</u>	<u>Bandwidth</u>	<u>Monthly Recurring Charge</u>
Intrastate ATM Service	1.536 Mbps	\$2,766.40

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to September 30, 2011.

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The Southern New England Telephone Company
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Section 2
Original Table of Contents Sheet 1

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ADVANCED SERVICES (1)

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(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 2
Original Sheet 1

Effective: August 14, 2017

PRODUCT GUIDE INFORMATION (1)

A. Product Guide Format

1. Page Numbering

Page numbers appear in the upper right hand corner of the page. Pages are numbered sequentially in each Paragraph. When a new page is added between existing pages with whole numbers, a decimal is added. For example, a new page added between pages 4 and 5 would be 4.1.

2. Page Revision Numbers

Revision numbers also appear in the upper right hand corner of the page. These numbers are used to determine the most current page version on file. For example, a 4th revised page cancels a 3rd revised page. A revision may be suspended by the Connecticut Department of Public Utility Control for further review and consideration.

B. Explanation of Symbols - Coding Of Product Guide Revisions

Revisions to this Product Guide are coded through the use of symbols. These symbols appear in the right hand margin of the page. The symbols and their meanings are:

C - to signify changed regulation or rate.

I - to signify increase.

R - to signify reduction.

T - to signify a change in text but no change in rate or regulation.

N - to signify new rate or regulation.

D - to signify deleted material.

M - to signify material relocated without change.

Z - to signify a correction.

C. Trademarks and Service Marks

Trademarks and Service Marks to the extent, if any, used throughout this Product Guide, are Trademarks and Service marks of the Company and are as specified in the Master Table of Contents and/or the appropriate Service paragraph of this Product Guide.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
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Section 2
Original Sheet 2

Effective: August 14, 2017

1. APPLICATION OF PRODUCT GUIDE (1)

1.1 General

This Product Guide applies to the furnishing of telecommunications services in the State of Connecticut defined herein by Frontier Communications of Connecticut (hereinafter referred to as the "Company").

The provision of services are subject to existing regulations and terms and conditions specified in this Product Guide and may be revised, added to or supplemented by superseding issues.

The services found in this Section of the Product Guide are available for Resale at the applicable resale discount.

The Company reserves the right to offer its Customers a variety of competitive services as deemed appropriate by the Company.

2. GENERAL REGULATIONS (1)

2.1 Undertaking of the Company

2.1.1 General

The regulations specified herein are in addition to the regulations contained in other parts of this Product Guide. Every facility and service is furnished subject to the rates, rules and regulations adopted from time to time by the Company and in force and effect.

The Company undertakes to provide the services offered in this Product Guide on the terms and conditions and at the rates and charges specified herein.

Services, features and functions will be provided where facilities, billing capability, technical capability and the ability of the Company to purchase service elements from appropriate Product Guides for resale are available.

2.1.2 Terms and Conditions

Customers may be required to enter into written service orders or agreements which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Product Guide. Any conflict between the terms and conditions in a written service order or agreement and this Product Guide shall be controlled by this Product Guide. The Customer will also be required to execute any other documents as may be reasonably requested by the Company, in connection with the provisioning of telecommunications services.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
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Section 2
Original Sheet 3

Effective: August 14, 2017

2. GENERAL REGULATIONS (1) (Cont'd)

2.1 Undertaking of the Company

2.1.2 Terms and Conditions (Cont'd)

At the expiration of the initial term specified in each service order or agreement, or in any extension thereof, service may continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days written notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this Product Guide prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.

An application for service, whether made orally or in writing, becomes a contract between the Company and the party to be billed upon the establishment of their service except that, in the instances outlined under Responsibility For Charges following, the party to be billed is responsible for certain costs incurred in connection with service on which installation is not completed. Neither the contract nor any rights thereunder may be assigned or in any manner transferred without the written consent of the Company. Requests for additional service become upon fulfillment part of the original contract. Any change in the Company's rates or regulations acts as a modification of the contract to the extent of the change. For purposes of this Product Guide the party to be billed for telephone service shall be deemed the Customer.

Subject to the application of Non-Recurring charges as set forth in this Product Guide, an applicant, who otherwise qualified for the immediate establishment of service, may take over the existing service of a subscriber discontinuing that service if the subscriber discontinuing the service agrees in writing and an arrangement, suitable to the Company, is made for the payment of all outstanding charges and of all other contractual obligations against the service. Unless otherwise noted, the minimum contract period is one month. A month is considered to have 30 days. The charges for a fractional month will be a proportionate part of the recurring rate based on the actual number of days the service is provided.

All ordinary expense of maintenance and repair of lines provided by the Company under monthly Product Guide arrangements are borne by the Company unless otherwise specified in this Product Guide.

2.1.3 Provision of Equipment and Facilities

The Company shall use reasonable efforts to make services available to a Customer on or before a particular date, subject to the provision of, and Customer compliance with, the regulations contained in this Product Guide. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.

The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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The Southern New England Telephone Company
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Original Sheet 4

Effective: August 14, 2017

2. GENERAL REGULATIONS (1) (Cont'd)

2.1 Undertaking of the Company

2.1.3 Provision of Equipment and Facilities

The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, where such action is reasonably required in the operation of its business. Such changes shall not thereby alter significantly the technical parameters of the service provided to the Customer.

1. substitute, change or rearrange any facilities used in providing service under this Product Guide, and is not limited to a specific service or technology.
2. change minimum protection criteria,
3. change operating or maintenance characteristics of facilities, or
4. change operations or procedures of the Company.

In case of any such substitution, rearrangement or change, the transmission parameters will remain within the range set forth in the technical reference publications for the service involved. The Company shall not be responsible if any such substitution, rearrangement or change renders any customer furnished services obsolete or requires modification or alteration thereof or otherwise affects their use or performance.

If such substitution, rearrangement or change materially affects the operating characteristics of the facility, the Company will provide reasonable notification to the customer in writing. Reasonable time will be allowed for any redesign and implementation required by the change in operating characteristics. The Company will work cooperatively with the customer to determine reasonable notification requirements.

Equipment the Company provides or installs at the Customer premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company provided it.

The Customer shall be responsible for the payment of service charges, as set forth herein, for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

The Services provided under this Product Guide have only one Point of Termination (POT) or Minimum Point of Presence (MPOP) per customer/customer's end user's premises, i.e., there are no provisions for intra premises extensions. These services include any entrance cable or drop wiring and wire or intra building cable up to the point where provision is made for termination of the outside distribution network facilities at a suitable location inside a customer's premises. Services will be installed to such POT or MPOP. Any additional wiring beyond the POT or MPOP is the responsibility of the customer.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

Effective: August 14, 2017

2. GENERAL REGULATIONS (1) (Cont'd)

2.1 Undertaking of the Company

2.1.3 Provision of Equipment and Facilities (Cont'd)

The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Product Guide, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Product Guide and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

1. The transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
2. The reception of signals by Customer-provided equipment.

2.1.4 Station Equipment

A Customer may transmit or receive information or signals via the facilities of the Company.

Customer Equipment

Customer-provided terminal equipment on the Customer premises, and the electric power consumed by such equipment, shall be provided by and maintained at the expense of the Customer.

The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation or maintenance of such equipment and wiring must be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. The Company reserves the right to not connect, or, if the Company, in its sole discretion, reasonably determines that additional protective equipment is required to prevent such damage or injury, it shall be provided at the Customer's expense.

2.1.5 Interconnection of Facilities

Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing telecommunications services and the channels, facilities or equipment of others shall be provided by the Company, at the Customer's expense.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

Effective: August 14, 2017

2. GENERAL REGULATIONS (1) (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.5 Interconnection of Facilities (Cont'd)

Inspections

Upon reasonable notification to the Customer, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in the paragraph for the installation, operation and maintenance of customer-provided facilities, equipment and wiring in the connection of customer-provided facilities and equipment to Company-owned facilities and equipment.

If the protective requirements for customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment and personnel. The Company may notify the Customer if there is any need for further corrective action. The Customer must take corrective action and notify the Company of the action taken. If the Customer fails to take corrective action within a reasonable time frame, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

2.2 Liability

2.2.1 Liability of the Customer for Loss of or Damage to Equipment

The Customer is liable for and shall reimburse the Company for the cost of replacement, installation and/or repair of any facility or equipment subscribed to by the Customer which is lost or damaged due to theft, vandalism, willful injury or negligence or any other cause whatsoever except flood, fire, (other than fire intentionally caused by the Customer or his agent), or other natural disasters.

In the event that the Customer provides, maintains or attempts to maintain inside wire, the Customer assumes the risk of loss of service, damage to property or death to or injury of the Customer or the Customer's agent. The Customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the Customer's wire provision or maintenance activity.

2.2.2 Liability of the Company

The sole liability of the Company for any damages arising from mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or facilities and not caused by the negligence or willful act of the Customer shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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The Southern New England Telephone Company
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Original Sheet 7

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2. GENERAL REGULATIONS (1) (Cont'd)

2.2 Liability (Cont'd)

2.2.2 Liability of the Company (Cont'd)

When the lines of other telecommunications companies are used in establishing connections to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies.

The Company is not liable for any accident or injury occasioned by apparatus provided by it when such accident or injury is not due to the negligence of the Company.

The Company shall not be liable for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned by the Customer.

The services furnished by the Company, in addition to the limitations set forth preceding, also are subject to the following limitation: the Company shall not be liable for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company, caused by Customer-provided and/or maintained equipment or premises inside wiring (except where a contributing cause is the malfunctioning of a Company-provided connecting arrangement, labor difficulties, facility availability, governmental orders, civil disturbances, criminal actions taken against the Company, preemption of existing services to restore services in compliance with Part 64, subpart D, Appendix A, of the FCC Rules and Regulations, acts of God, and other circumstances beyond the Company's reasonable control) in which event the sole liability of the Company shall not exceed an amount equal to a proportional amount of the Company billing for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission or injury occurs.

The Company shall be indemnified, defended and held harmless by the customer against any claim, loss or damage arising from the customer's or the customer's end user's use of services offered under this Product Guide, involving:

1. Claims for libel, slander, invasion of privacy, or infringement of copyright arising from the customer's or the customer's end user's own communications;
2. Claims for patent infringement arising from the customer's or the customer's end user's acts combining or using the service furnished by the Company in connection with facilities or equipment furnished by the customer or the customer's end user;
3. All other claims arising out of any act or omission of the customer or the customer's end user in the course of using services provided pursuant to this Product Guide.

No license under patents (other than the limited license to use) is granted by the Company or shall be implied or arise by estoppel, with respect to any service offered under this Product Guide. The Company will defend the customer against claims of patent infringement arising solely from the use by the customer of services offered under this Product Guide and will indemnify such customer for any damages awarded based solely on such claims.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

Effective: August 14, 2017

2. GENERAL REGULATIONS (1) (Cont'd)

2.2 Liability (Cont'd)

2.2.2 Liability of the Company (Cont'd)

The Company does not guarantee or make any warranty with respect to its services when used in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the customer from any and all claims by any person relating to such customer's use of services so provided.

The Company shall not be liable for any act or omission of any individual, partnership, association, joint stock company, trust, corporation, government entity or other entity who subscribes to the services offered under this Product Guide and has not received a certificate of public convenience and necessity from the Connecticut Department of Public Utility Control or has failed to comply with any other statutory or regulatory provision. The Company shall be indemnified, defended and held harmless by any such entity from any and all claims by any person relating to such entity's use of the services provided herein.

2.2.3 Defacement of Premises or Property

The Company is not liable for any defacement or damage to the Customer's premises or property, or furniture or fixtures thereon, resulting from the existence of the Company's apparatus and associated wiring on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.

2.2.4 Notification of Service-Affecting Activities and Temporary Suspension for Repairs

The Company shall have the right to make necessary repairs or changes in its facilities at any time and shall have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any period is necessary, the Company will give the Customers who may be affected as reasonable notice thereof as circumstances will permit, and will perform the work with reasonable diligence, and if practicable at times that will cause the Customer the least inconvenience. When the Company is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of communications or Customer's service.

The Company will attempt to make a reasonable effort to provide the Customer notification of service-affecting activities that may occur in normal operation of the Company's business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service affecting activities. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

ADVANCED SERVICES PRODUCT GUIDE

The Southern New England Telephone Company
d/b/a/ Frontier Communications of Connecticut

Section 2
Original Sheet 9

Effective: August 14, 2017

2. GENERAL REGULATIONS (1) (Cont'd)

2.2 Liability (Cont'd)

2.2.5 Credit Allowance for Interruptions

A service is interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this Product Guide or in the event that the protective controls applied by the Company result in the complete loss of service by the customer. An interruption period starts when an unusable service is reported to the Company and ends when the service is usable.

Except as provided elsewhere in this Product Guide, any service interruptions of twenty-four hours or more, which are reported to or detected by the Company, and which are not due to the negligence or willful act of the Customer are credited to the Customer at the proportionate monthly charge involved for each twenty-four hours for the affected service. Credit is not allowed for interruptions to service of less than twenty-four hours.

The credit allowance(s) for an interruption or for a series of interruptions shall not exceed the sum of (a) the monthly rates; or (b) the assumed minutes of use charge, whichever is (are) applicable for the service interrupted in any one monthly billing period.

2.2.6 No License

No license under patents (other than the limited license to use) is granted by the Company or shall be implied or arise by estoppel, with respect to any service offered under this Product Guide.

2.2.7 Warranty

The Company does not guarantee or make any warranty with respect to its services except as expressly stated in this Product Guide. The Company shall be indemnified, defended and held harmless by the Customer and authorized user from any and all claims by any person relating to the use of services so provided.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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2. GENERAL REGULATIONS (1) (Cont'd)

2.3 Obligations of the Customer

2.3.1 The Customer shall be responsible for:

1. The payment of all applicable charges pursuant to this Product Guide;
2. Damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer or the noncompliance by the Customer with these regulations, or by fire or theft or other casualty on the Customer premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
3. Providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
4. Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of and associated equipment used to provide telecommunications services to the Customer from the cable building entrance or property line to the location of the equipment space described above. Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company, to the Customer;
5. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. asbestos) prior to any construction or installation work;
6. Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to the location of Company facilities and equipment in any Customer premises or the rights-of-way for which the Customer is responsible under this section; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company; and

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2. GENERAL REGULATIONS (1) (Cont'd)

2.2 Liability (Cont'd)

2.3.1 The Customer shall be responsible for: (Cont'd)

7. Not creating or allowing any liens or other encumbrances to be placed on the Company's equipment or facilities.
8. A Customer who subscribes to the Company's telecommunications services and resells these services to others shall be responsible for complying with all applicable laws and regulations including those of the State of Connecticut, which relate in any way to the provision of telecommunications services, including, but not limited to, laws and regulations regarding consumer protection, billing and collection practices, Product Guide obligations, and payment of applicable taxes. The Company has no obligation to provide notice to, or otherwise communicate with, another carrier's end users regarding telecommunications services provided by another carrier. The Company will provide bills only to its Customer and not to a reseller's authorized end user. The Company will accept and act upon service adjustments and requests only from its Customer.
9. Maintenance of Customer premises inside wiring may be performed by the Customer pursuant to technical standards available from the Company and filed with the Department of Public Utility Control. In addition, customers may change, move, or disconnect premises inside wiring in accordance with the technical standards available from the Company and filed with the Department of Public Utility Control.
10. The customer shall furnish or arrange to have furnished to the Company at no charge, equipment space and electrical power required by the Company to provide services under this Product Guide at the points of termination of such services. The selection of ac or dc power shall be mutually agreed to by the customer and the Company. The customer shall also make necessary arrangements in order that the Company will have access to such spaces at reasonable times for installing, testing, repairing or removing the Company's services.

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2. GENERAL REGULATIONS (1) (Cont'd)

2.2 Liability (Cont'd)

2.3.2 Claims

With respect to any service or facility provided by the Company, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney's fees, for:

1. Any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to employees or invitees of either party; or
2. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company; or
3. Any claims for libel, slander, invasion of privacy, or infringement of copyright arising from any communication; or
4. All other claims arising out of any act or omission of the customer in the course of using service provided pursuant to this Product Guide.

2.4 Payments and Charges

2.4.1 Billing and Collection

The Customer is responsible for payment of all charges for facilities and services furnished by the Company or its agents, whether furnished directly to the Customer, or to a third party.

The Company will establish a monthly billing date for each Customer account and shall bill all charges incurred by, and credits due to the Customer under this Product Guide. Recurring charges are billed monthly, in advance of the month in which service is provided, except for usage sensitive charges which will be billed monthly for the preceding billing period. Bills are due by the payment due date shown on the bill.

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2. GENERAL REGULATIONS (1) (Cont'd)

2.4 Payments and Charges (Cont'd)

2.4.2 Billing Disputes

The Customer is responsible for notifying the Company of any charges in dispute within 30 days of the receipt of such bill. In the event of a billing dispute, the billing dispute date is the date the customer presents sufficient written documentation to the Company to support its claim for incorrect billing. Sufficient written documentation consists of the following information, where such information is relevant to the dispute:

- A clear and full explanation of the basis of the dispute, including what the customer believes is incorrect (e.g., nonrecurring charge; mileage; circuit identification) and the reason why the customer believes the bill is incorrect (e.g., facility not ordered; service not received)
- The account number under which the bill was rendered, the date of the bill, the invoice number
- The circuit number, line number, trunk group number, or other appropriate facility identification
- The exact dollar amount in dispute
- The service order code(s) associated with the service
- The Purchase Order Number(s) and dates involved for disputes involving order activity
- Details sufficient to identify the specific amount(s) and item(s) in dispute
- The name of the person responsible for the customer's dispute
- Additional data as the Company reasonably requests from the customer to resolve the dispute. The request for such additional information shall not affect the customer's dispute date as set forth preceding.

If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Connecticut Department of Public Utility Control in accordance with the Commission's applicable rules of procedure and Connecticut General Statutes § 16-19 jj and 16-20. The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute. The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

The Customer is responsible for payment of those charges not in dispute, by the payment due date.

2.4.3 Advance Payments

The Company may require a Customer to make an advance payment as a condition of continued or new service. The Company reserves the right to require from an applicant for service advance payments of recurring and Non recurring charges, estimated usage charges, and other charges and guarantees in such amount as may be deemed necessary by the Company for safeguarding its interests. In addition, where special construction is involved, advance payment of the construction charges quoted, may be required at the time of application.

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2. GENERAL REGULATIONS (1) (Cont'd)

2.4 Payments and Charges (Cont'd)

2.4.4 Deposits

A new deposit, or an increase in the amount of deposit, may be requested of any applicant who cannot establish a satisfactory credit standing with the Company or any Customer whose credit standing is impaired. A deposit may be held during the life of the service. Interest at the rate specified in Connecticut General Statutes § 16-262j, as amended from time to time, is credited or paid to the customer annually while a deposit is held.

A deposit, including any accrued interest held when service is disconnected, is returned to the customer, less any amounts due the Company. Even though a deposit is made, the customer must still pay bills, including advance payments, when requested. A Customer's payment of a deposit does not waive or modify the Company's practice of disconnecting service for failure to pay any bills.

2.4.5 Returned Check Charges

The Company may assess a charge of fifteen dollars (\$15.00) for each check, draft, or electronic funds transfer submitted by the Customer to the Company which a financial institution refuses to honor.

2.4.6 Minimum Period Charge

The minimum period for service is one month, unless otherwise specified for a particular product or service. When a service is discontinued prior to the expiration of the minimum period, the minimum period charge will apply. In addition, all non recurring charges associated with the provision of the service will be billed.

For services with a minimum period greater than one month, the minimum period charge shall be the total monthly charges for the remainder of the minimum period or the amount owed under the service's termination liability provisions, which ever is greater.

2.4.7 Adjustments for Services Established or Discontinued during a Billing Period

Adjustments for the quantities of services established or discontinued in any billing period set forth for services in other paragraphs of this Product Guide will be prorated to the number of days or major fraction of days based on a 30 day month. Upon request, the Company will furnish such detailed information as may reasonably be required for verification of any bill if such information is available.

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2. GENERAL REGULATIONS (1) (Cont'd)

2.4 Payments and Charges (Cont'd)

2.4.8 Billing and Payment Dates

The Company will establish a monthly billing date for each customer account and shall bill all charges incurred by, and credits due to the customer under this Product Guide on a current basis. Charges are billed in advance for services to be provided during the next billing period, except for usage sensitive charges which are billed in arrears. Bills are due in immediately available funds 31 days after the billing date or by the next billing date, whichever is the shortest interval, except when this would cause payment to be due on a Saturday, Sunday or Holiday.

If the payment due date falls on a Saturday, Sunday or a Holiday, the payment date shall be the first business day following such Saturday, Sunday or Holiday. The holidays covered by this regulation include New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, the second Tuesday in November and a day when Washington's Birthday, Memorial Day or Columbus Day is legally observed.

2.4.9 Late Payment Charge

For accounts of the State of Connecticut and any political subdivision thereof, the balance of each monthly bill that has been unpaid for 60 days may be subject to a late payment charge of 1% on the unpaid balance.

For all other accounts, a late payment charge of 1% may be applied each month to the total remaining unpaid balance of a customer's bill. Amounts which are subject to late payment charges are those charges previously billed and not paid by the time the next bill is generated. Payment must be received before the next bill is produced to avoid application of the Late Payment Charge.

Late payment charges do not apply to bona fide disputed amounts of unpaid balances. Undisputed amounts of the same bill may be subject to the late payment charge if they remain unpaid when the next bill is generated. Collection procedures and security deposit requirements are unaffected by the application of the late payment charge.

2.4.10 Collection Costs

In the event the Company incurs fees or expenses, including attorney's fees, in collecting or attempting to collect any charges owed the Company, the Customer will be liable to the Company for the payment of all such fees and expenses reasonably incurred.

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2. GENERAL REGULATIONS (1) (Cont'd)

2.5 Cancellation, Discontinuance and Changes

2.5.1 Cancellation of Service

A. Cancellation of Application for Service

Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, the following may be imposed except for those specified below.

Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.

Where the Company incurs an expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, applies.

B. Cancellation of Service

If a Customer cancels a service order or terminates services before the completion of the term for any reason whatsoever other than a Company caused service interruption, the Customer agrees to pay to the Company all of the following costs, fees and expenses, as set forth in this Product Guide, reasonably incurred in connection with the provision of the terminated service(s):

1. all non-recurring charges reasonably expended by the Company to establish service to the Customer, and
2. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer
3. all recurring charges for the balance of the then current term,
4. except as specified in the Customer Service Agreement were the customer has the option to migrate to an alternative Company service at any time during the term period without incurring a termination charge.

The above sums shall become due and owing as of the effective date of the cancellation or termination and be payable immediately, unless otherwise specifically provided for in this Product Guide.

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2. GENERAL REGULATIONS (1) (Cont'd)

2.5 Cancellation, Discontinuance and Changes

2.5.2 Discontinuance of Service

The Company reserves the right to discontinue any service under this Product Guide upon reasonable notice to affected Customers.

The Company may discontinue or refuse to furnish any and/or all service(s) to the Customer or applicant for service without incurring any liability if the Company deems that such action is necessary to prevent or to protect against fraud, illicit activity or to otherwise protect its personnel, agents, facilities, assets or services.

The discontinuance of service(s) by the Company pursuant to this Paragraph does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished up to the time of discontinuance. In addition, the Company may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer, to be immediately due and payable.

- A. The Company may discontinue, suspend service immediately, or refuse service without notice pursuant to the following:
1. The Customer refuses to furnish information to the Company regarding the Customer's credit-worthiness, its past or current use of communications services or its planned use of service(s); or
 2. The Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past or current use of communications services, or its planned use of the Company's service(s), or
 3. The Customer states that it will not comply with a request of the Company for security for the payment for service(s) or advance payments, as specified in this Product Guide; or
 4. The Customer uses service to transmit a message, locate a person or otherwise give or obtain information without payment for the service; or
 5. The Customer uses, attempts to use, or assists another to use, service with the intent to avoid the payment, either in whole or in part, of the Product Guide charges for the service by:
 - (a) Using or attempting to use service by rearranging, tampering with, or making connections not authorized by this Product Guide; or
 - (b) Using tricks, schemes, false or invalid numbers, false credit devices, electronic devices; or
 - (c) Any other fraudulent means or devices.

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2. GENERAL REGULATIONS (1) (Cont'd)

2.5 Cancellation, Discontinuance and Changes (Cont'd)

2.5.2 Discontinuance of Service (Cont'd)

A. (Cont'd)

6. The Customer uses, or attempts to use, service for illegal activity. Company services are furnished to Customers always subject to the condition that it will not be used for any unlawful purpose. Service will not be furnished or will be discontinued if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the Company receives other evidence that such service is being or will be so used.

B. Upon the Customer's nonpayment of any amounts owing to the Company for which the Customer subscribes or had subscribed or used, the Company, by giving at least thirteen calendar days (calculated from the date of mailing) prior written notice to the Customer, may discontinue or suspend service without incurring any liability.

C. Upon the Customer's failure to comply with a request made by the Company for security for the payment of service(s) or advance payments, as specified in this Product Guide, the Company may, by giving at least thirteen calendar days (calculated from the date of mailing) prior written notice to the Customer, discontinue or suspend service without incurring any liability if the Customer fails to provide the requested payments during that period.

D. Upon the Customer's violation of any of the other material terms or conditions required for furnishing service, the Company may, by giving 13 days (calculated from the date of mailing) prior written notice to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.

E. Upon condemnation of any material portion of the Customer's facilities used by the Company to provide service to the Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by written notice to the Customer, may discontinue or suspend service without incurring any liability.

F. Upon any governmental prohibition or requirement, Customer alteration of the services provided or any Customer violation of an applicable law or regulation, the Company may with or without prior written notice discontinue service without incurring any liability.

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2. GENERAL REGULATIONS (1) (Cont'd)

2.5 Cancellation, Discontinuance and Changes (Cont'd)

2.5.3 Violation of Regulations, Denial and Restoration of Service

In the event of the abandonment of the station; the use of foul or profane language; the impersonation of another with fraudulent intent; the use of the service with malicious intent to irritate, abuse, threaten, or financially injure a person called; the use of the service or facilities in such a manner as to impair the effective use of the Company's plant, property or service by others; the furnishing of false credit information (including but not limited to using a fictitious billing name); the billing of the service in the name of a person who cannot be held legally responsible (such as a young child or a person unconnected with the service); the giving of false employment information; the incurring of an unusually high volume of usage (before or after billing) where acceptable arrangements cannot be made to cover the charges incurred by means of a deposit; or any other violation of the Company's regulations: in all such cases the Company may either temporarily withhold service, or terminate the service.

When a Customer causes volumes of calling which obstruct or delay the telephone service of others, the Company may require the Customer to contract for as many additional lines as are needed to meet adequately the requirements of the service and to arrange for the adequate answering of his lines, or may discontinue the service.

The Company reserves the right to discontinue or refuse service because of abuse or fraudulent use of service. Abuse or fraudulent use of service includes the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a message toll charge.

In the event of a change in service or in rates or regulations which the Customer refuses to accept, the Customer's service may be terminated by the Company on not less than 13 days' notice in writing.

In the event of the non-payment of any sum due, the Company may, after furnishing prior written notice to the Customer, either temporarily withhold service, or terminate the service. Service will not be terminated on Saturday, Sunday, Company Holidays or the day before the Company payment centers will be closed, or any other legal holiday as defined in the General Statutes of Connecticut.

2.5.4 Changes in Service

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, service additions or deletions, premises locations or otherwise materially modifies any provision of the application for service, the installation fee shall be adjusted accordingly.

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Effective: August 14, 2017

2. GENERAL REGULATIONS (1) (Cont'd)

2.6 Assignment or Transfer of Service

The Customer may not assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the Company. However, where there is no interruption of use or relocation of the services, such assignment or transfer may be made to:

1. another customer, whether an individual, partnership, association, corporation, or another Certified Local Exchange Carrier, provided the assignee or transferee assumes all outstanding indebtedness for such services, and the unexpired portion of the minimum period and the termination liability applicable to such services, if any; or
2. a court-appointed receiver, trustee or other person acting pursuant to law in bankruptcy, receivership, reorganization, insolvency, liquidation or other similar proceedings, provided the assignee or transferee assumes the unexpired portion of the minimum period and the termination liability applicable to such services, if any.

The Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company, (b) pursuant to any sale or transfer of substantially all the assets of the Company, or (c) pursuant to any financing, merger or reorganization of the Company.

2.7 Assignment Of or a Change in Telephone Number, Central Office or Exchange

The Customer has only the right to use the telephone number assigned and has no property right in any number assigned to service furnished him, nor any right to the provision of service or continuance of service in any particular exchange or through any particular central office or type of central office. The Company may change the telephone number, exchange or central office designation of a Customer or the type of central office serving him whenever it deems it necessary in the conduct of its business. The Company is not liable for damages, losses or expenses arising from the assignment or reassignment of any telephone number. The Company shall remain the owner of any telephone number assigned to a customer's service and the Customer only has the right to use the number.

2.8 Transmitting Messages

The Company does not transmit messages but offers the use of its facilities when available for the transmission of messages between Customers. The Company assumes no liability for the quality of, defects in or content of messages.

2.9 Notices and Communications

All notices or other communications required to be given pursuant to this Product Guide will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication, or bill with the U. S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing.

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2. GENERAL REGULATIONS (1) (Cont'd)

2.10 Storage of Equipment or Facilities

The Company reserves the right to limit or to allocate the use of existing facilities or additional facilities offered by the Company when necessary because of lack of facilities or due to some other cause beyond the Company's control. The furnishing of service under this Product Guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service as required at the sole discretion of the Company.

2.11 Special Arrangements

2.11.1 Promotional Offerings

From time to time, the Company will introduce promotional offerings. For example, the Company may offer services at a reduced rate, free of charge, or offer incentives including gift certificates and coupons for promotional, market research or rate experimentation purposes. Such offerings will be for a limited duration.

2.11.2 Market Trials

The Company from time to time may offer service to test and evaluate service capabilities, implementation procedures, technical processes, etc., for market research including rate experimentation purposes. Such trials will be for a limited duration.

2.11.3 Discounts

From time to time, the Company may offer customers (i) a percentage discount on packages of products and services, and (ii) a waiver of non-recurring charges. For example, the Company may offer products and services at a percentage discount to those customers who subscribe to a number of Company products or services at the same time or waive certain non-recurring charges on products and services.

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2. GENERAL REGULATIONS (1) (Cont'd)

2.12 Types of Rates and Charges

This paragraph contains information pertaining to the different types of rates and charges in this Product Guide.

2.12.1 Monthly Rates

Flat recurring rates that apply each month, or fraction thereof, that a service or specific rate element is provided. For billing purposes, each month is considered to have 30 days.

2.12.2 Optional Payment Plans

A. Description

An Optional Payment Plan (OPP) is a provision that allows a customer to select a specific commitment period or term. Services are available with OPPs of 1, 3 and 5 year terms unless otherwise restated in an individual service. During the effective term, rate decreases will automatically be applied to the monthly payments for the remaining months of the OPP. Monthly rates for services installed under this arrangement will not be subject to ASI-initiated rate increases.

B. Termination Liability

A termination liability applies during the selected commitment period. If service is disconnected in full or in part prior to the end of the selected commitment period, the customer is liable for a termination liability charge. Further, except as provided in C, D and E following, when a customer cancels an OPP prior to the end of the selected commitment period, the customer is liable for a termination liability charge.

The termination liability charge applies to each service disconnected or, in the case of cancellation of an OPP, to each service which had been included in the canceled OPP.

It is the customer's responsibility to give the Company notice of the intent to terminate an OPP. Recurring charges will apply for a period of one month from the date the Company receives the termination notice or until the requested termination date, whichever period is longer. These charges will apply during this period whether or not the customer continues to use the service.

The termination liability charge is calculated as set forth in (1) or (2) following. The Company will apply the option which produces the lowest termination liability charge to the customer.

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2. GENERAL REGULATIONS (1) (Cont'd)

2.12 Types of Rates and Charges (Cont'd)

2.12.2 Optional Payment Plans (Cont'd)B. Termination Liability (Cont'd)

1. Option 1

Customers requesting termination of service are liable for the minimum period service charge and the following termination liability conditions.

- (a) For disconnects on or prior to the end of the minimum period, the termination liability charge applies to each month and fraction thereof remaining between the end of the minimum period and the end of the selected commitment period.
- (b) For disconnects after the end of the minimum period but prior to the end of the selected commitment period and for OPP cancellations prior to the end of the selected commitment period, the termination liability charge applies to each month and fraction thereof in the balance of the selected commitment period.

2. Option 2

For services discontinued after the end of the minimum period of a plan but prior to the end of the selected commitment period, the following applies:

- (a) Where there is no OPP period less than the actual time the service(s) have been in effect, the termination liability charge will be the difference between the full monthly rates and the selected OPP monthly rates for the period the plan has been in effect.
- (b) Where there is an OPP period less than the actual time the service(s) have been in effect, the termination liability charge will be the difference between the monthly rates for the longest OPP period that could have been satisfied prior to discontinuation of the service and the monthly rates for the selected commitment period multiplied by the actual number of months the plan has been in effect.

C. Portability

Portability allows a customer to replace a service in an OPP with another service for the balance of the commitment period. Termination liability will not apply when the customer meets the requirements for portability as specified below:

- The replacement service must be of the same speed as the disconnected service and must not already be in an OPP.
- The orders to accomplish the replacement are placed with the Company within sixty (60) days of the disconnect order.
- The number of services included in the OPP remains the same.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

Effective: August 14, 2017

2. GENERAL REGULATIONS (1) (Cont'd)

2.12 Types of Rates and Charges (Cont'd)

2.12.2 Optional Payment Plans (Cont'd)D. Additions of Service

When a customer with an existing OPP wishes to increase the number of services of the same type between the same two locations, it has the following options:

- (1) Subscribe to the additional services under standard rates.
- (2) Subscribe to the additional services under a separate OPP at the then effective OPP rate.
- (3) Cancel the existing OPP and include both the existing and the additional services under a new OPP for a commitment period equal to or longer than the original period. No termination charges apply to such cancellation.

E. Extension of Commitment Period

A customer may, at any time prior to the expiration of the selected commitment period for an existing OPP or month to month plan, change to an OPP with a longer commitment period at the then effective OPP rates. No termination liability charges will apply for any services extended under the longer commitment period. The monthly rates applicable for the longer commitment period will apply effective with the customer's next bill day following the request for the change.

F. Rate Regulations

Where an OPP is requested coincident with the connection of new service, it will be effective with the establishment of service.

Where an OPP is requested on existing service, the effective date will be the date negotiated with the customer.

At the end of its selected commitment period, the customer will have the option of subscribing to any then effective OPP or of retaining the service under the standard rates in effect at that time. If the customer does not notify the Company of its choice prior to the expiration of the commitment period, standard monthly rates will be applied upon expiration of the commitment period.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

Effective: August 14, 2017

2. GENERAL REGULATIONS (1) (Cont'd)

2.12 Types of Rates and Charges (Cont'd)

2.12.3 Nonrecurring Charges (NRCs)

One-time charges that apply for a specific work activity, e.g., installation, rearrangements, moves, etc.

A. Installation of Service

Nonrecurring charges apply to each service installed.

B. Moves

A move involves a change in the physical location of (a) the point of termination at the customer premises or (b) the customer premises. The charges for the move depend on whether the move is to a new location within the same building or to a different building.

- (1) Moves Within the Same Building - The charge will be an amount equal to one half of the nonrecurring charge, i.e., installation charge, for the service capacity affected. There will be no change in minimum period requirements.
- (2) Moves to a Different Building - Moves to a different building will be treated as a discontinuance, and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established for the new service and the customer will remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

C. Re-establishment of Service Following Fire, Flood or Other Occurrence

- (1) Nonrecurring Charges Do Not Apply - Charges do not apply for the re-establishment of service following a fire, flood or other occurrence attributed to an Act of God provided that:
 - (a) The service is of the same type as was provided prior to the fire, flood or other occurrence.
 - (b) The service is for the same customer.
 - (c) The service is at the same location on the same premises.
 - (d) The re-establishment of service begins within 60 days after Company service is available. The 60 day period may be extended a reasonable period if the renovation of the original location on the premises affected is not practical within the allowed time period.
- (2) Nonrecurring Charges Apply - Nonrecurring Charges apply for establishing service at a different location on the same premises or at a different premises pending re-establishment of service at the original location.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

2. GENERAL REGULATIONS (1) (Cont'd)

2.13 Definitions

Exchange

The term "Exchange" denotes a unit generally smaller than a Local Access and Transport Area, established by the Telephone Company for the administration of communications service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with the associated facilities used in furnishing communications service within that area.

Facilities

The term "Facilities", denotes any cable, poles, conduit, microwave or carrier equipment, wire center distribution frames, central office switching equipment, etc., utilized to provide intrastate services as offered in this Product Guide.

First-Come, First-Served

The term "First-Come, First-Served" denotes a procedure followed when the first service order received will be the first service order processed.

Individual Case Basis (ICB)

The term "Individual Case Basis" denotes a condition in which the regulations, if applicable, rates and charges for an offering under the provisions of this Product Guide are developed based on the circumstances in each case.

Integrated Services Digital Network

"Integrated Services Digital Network" (ISDN) is a switched network providing end to end digital connectivity for the simultaneous transmission of voice and data Basic Rate Interface-ISDN (BRI-ISDN) and provides for digital transmission of two 64 Kbps bearer channels and one 16 Kbps data channel (2B+D).

Inter-Wire Center Transport

"Inter-Wire Center Transport" provides for the transmission facilities between serving wire centers (SWCs) associated with the port, loop, or multiplexing services and the location of the Certified Local Exchange Carrier's collocated space.

Interexchange Carrier (IC)

The term "Interexchange Carrier" (IC) denotes any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged for hire in the provision of interexchange communication services by wire or radio, between two or more exchanges.

Interexchange Communications Services

Communications services provided across exchange boundaries, or between extended local areas (exchange service areas), equivalent to long distance toll.

Interstate Communications

The term "Interstate Communications" denotes both interstate and foreign communications.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

2. GENERAL REGULATIONS (1) (Cont'd)

2.13 Definitions (Cont'd)

Intrastate Communications

The term "Intrastate Communications" denotes any communications within a state subject to oversight by a state regulatory commission as provided by the laws of the state involved.

Loop

The term "Loop" refers to a transmission path between the Minimum Point Of Presence (MPOP) at an end user location and the Main Distribution Frame (MDF) or Digital Crossconnect Bay (DSX-1) of the Telephone Company designated serving wire center.

Main Distribution Frame

The term "Main Distribution Frame" (MDF) denotes the primary termination point for the outside plant (loop) and the line side of the switch (port) for the interconnection of elements to provide service.

Minimum Point of Presence

The term "Minimum Point of Presence" (MPOP) denotes the interface point at the customer's end user location.

Multiplex

The term "Multiplex" denotes the process or equipment for combining a number of individual channels into a common spectrum or into a common bit stream for transmission. Conversely, Multiplex also refers to the separation of a common spectrum or bit stream into individual channels.

Network Service Provider

The term "Network Service Provider" refers to a local exchange carrier providing one or more physical network components of an end user's service. The network service provider may or may not also be the local service provider.

Point of Termination

The term "Point of Termination" denotes a point of demarcation within a customer designated premises at which the Company's responsibility for the provision of Access Service ends.

Premises

The term "Premises" denotes a building, or a portion of a building in a multitenant building, or buildings on continuous property (except Railroad Right-of-Way, etc.) not separated by a public highway, except for a customer that offers Telecommunications Services exclusively as a reseller. This term is not to be limited to one building, but applies as well to a complex, or campus-type configuration of buildings.

Registered Equipment

The term "Registered Equipment" denotes the customer's premises equipment which complies with and has been approved within the Registration Provisions of Part 68 of the F.C.C.'s Rules and Regulations.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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2. GENERAL REGULATIONS (1) (Cont'd)

2.13 Definitions (Cont'd)

Service Order Code

The term "Service Order Code" denotes an alphabetic, numeric, or an alphanumeric code that identifies a specific item of service or equipment. Service Order Codes are used in the Company billing system to generate recurring rates and nonrecurring charges.

Serving Wire Center

The term "Serving Wire Center" denotes the wire center from which the customer designated premises would normally obtain dial tone from the Company.

Telecommunications Service Provider

The term "Telecommunications Service Provider" denotes interexchange carriers, operator service providers, enhanced service providers, and any other provider of telecommunications services.

Terminating Direction

The term "Terminating Direction" denotes the use of Access Service for the completion of calls from a customer premises to an end user premises.

Termination Charge

The term "Termination Charge" denotes a charge that is applicable should a customer discontinue special construction or specialized service or arrangements, etc., prior to the expiration of its termination liability period. This charge is computed at the time of discontinuance and in no case will it ever exceed the maximum termination liability (charge) which was agreed to by the customer at the time the Special Construction or Specialized Services or Arrangements, etc. was undertaken.

Transmission Path

The term "Transmission Path" denotes an electrical path capable of transmitting signals within the range of the service offering, e.g., a voice grade transmission path is capable of transmitting voice frequencies within the approximate range of 300 to 3000 Hz. A transmission path is comprised of physical or derived channels consisting of any form or configuration of facilities typically used in the telecommunications industry.

Wire Center

The term "Wire Center" denotes a building in which one or more central offices, used for the provision of Telephone Exchange Services, are located.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

Effective: August 14, 2017

3. ACCESS SERVICE ORDERING REGULATIONS (1)

3.1 General

This paragraph sets forth the regulations and order related charges for ordering Access Service.

An Access Order is used to provide a customer with Access Service or to make changes to existing Access Services.

A customer may order any number of services of the same type between the same premises on a single Access Order. All details for services for a particular order must be identical except for multipoint service.

Available inventory is limited and does not include facilities previously ordered. The Company will make every reasonable effort to maintain sufficient available inventory to provide Access Service in accordance with a customer's requested service date intervals. To the extent that service can be provided, Access Orders will be satisfied from available inventory.

3.2 Provision of Basic Customer Information

The customer shall furnish all information necessary for the Company to provide and bill for the requested service. In addition to the service-specific ordering information set forth in Paragraph 3.6, the customer shall provide:

- A. The customer or End User name(s) and premises address(es) where service(s) will be terminated.
- B. The billing name and address (when different from the customer name and address), and
- C. The customer contact name(s) and telephone number(s) for the following provisioning activities:
 - order negotiation and confirmation,
 - interactive design,
 - installation and
 - billing

3.3 Access Order Service Date Intervals

The date on which the Company receives a firm order commitment from the customer and sufficient information to allow processing of an Access Order is referred to as the Application Date, or Order Date. The customer is advised of the Application Date at the time the Company gives the customer a firm order confirmation.

To the extent that the requested Access Service can be made available with reasonable effort, the Company will provide the service in accordance with the customer's requested interval or requested service date.

The time required to provision the service (i.e., the interval between the Application Date and the Service Date) is known as the service interval. Service intervals are established by the Company, and a list of such intervals is available upon request.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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3. ACCESS SERVICE ORDERING REGULATIONS (Cont'd) (1)

3.4 Access Order Modifications

The customer may request a modification of an access order at any time prior to notification by the Company that service is available for the customer's use. The Company will make every effort to accommodate a requested modification when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the modification cannot be made with the normal work force during normal business hours, the Company will notify the customer. If the customer still desires the access order modification, the Company will schedule a new service date. All charges for access order modifications will apply on a per order, per occurrence basis.

Any increase in the number of Special Access Service channels will be treated as a new Access Order. The new order is for the increased amount only.

If order modifications are necessary to satisfy the transmission performance for a Special Access Service ordered by a customer, these changes will be made without order modification charges being incurred by the customer.

An order modification charge will apply on a per order per occurrence basis for each access order modified. The applicable charge is:

	<u>Charge</u>
Order Modification Charge, Per Order	\$31.88

3.4.1 Service Date Change Charge

Access Order service dates for the installation of new services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than 30 calendar days. When, for any reason, the customer cannot accept the service for a period not to exceed 30 calendar days, and the Company delays the start of service accordingly, a Service Date Change Charge will apply. If the customer-requested service date is more than 30 calendar days after the original service date, the order will be cancelled by the Company and reissued with the appropriate cancellation charges applied. However, for Special Access, the customer may indicate that the Company may start billing for the service on the 31st day beyond the original service date of the Access Order.

A new service date may be established that is prior to the original service date if the Company determines it can accommodate the customer's request without delaying service dates for orders of other customers. If the service date is changed to an earlier date, the customer will be notified by the Company that Expedited Order Charges as set forth in Paragraph 3.4.2 will apply. Such charges will apply in addition to the Service Date Change Charge.

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The applicable charge is:

	<u>Charge</u>
Service Date Change Charge, Per Order	\$31.88

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

3. ACCESS SERVICE ORDERING REGULATIONS (Cont'd) (1)

3.4 Access Order Modifications (Cont'd)

3.4.2 Expedited Order Charge

If the customer desires that service be provided on an earlier date than that which has been established for the Access Order, the customer may request that the service be provided on an expedited basis. If the Company agrees to provide the service on an expedited basis and determines that additional labor costs or extraordinary costs are required to meet the requested service date, the customer will be notified and an Expedited Order Charge will apply.

The Expedited Order Charge presumes that all requests for expediting result only in overtime labor costs being incurred by the Company. If costs other than such overtime labor are to be incurred when an Access Order is expedited, the Company will develop and quote such costs to the customer, obtain customer authorization and bill the customer in accordance with the terms and conditions related to any Special Construction.

If the Company is subsequently unable to meet an agreed upon expedited service date, no Expedited Order Charge will apply, unless the missed service date was caused by the customer.

3.4.3 Design Change Charge

The customer may request a design change to the service ordered. A design change is any change to an Access Order which requires engineering review by Company personnel to determine what, if any, changes are necessary in the design of the service ordered to implement the changes requested by the customer.

The Company will review the requested change, notify the customer whether the change constitutes a design change, if it can be accommodated and if a new service date is required. If the customer authorizes the Company to proceed with the design change, a Design Change Charge will apply on a per order, per occurrence basis, for each order requiring a design change.

If a change of service date is required, the Service Date Change Charge as set forth in Paragraph 3.4.1 preceding will also apply.

- A. Design changes include such things as the addition or deletion of optional features or functions or a change in the type of channel interface, type of Interface Group or technical specification package. The Design Change Charge applies on a per order, per occurrence basis for each design change, as follows:

	<u>Charge</u>
Design Change Charge	\$37.07

- B. Design changes do not include a change of customer premises, end user premises Special Access Service channel type. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

Effective: August 14, 2017

3. ACCESS SERVICE ORDERING REGULATIONS (Cont'd) (1)

3.5 Cancellation of an Access Order

Cancellation charges are applicable when (1) a customer cancels an Access Order for the installation of service at any time prior to notification by the Company that service is available for the customer's use, and (2) a customer requests a decrease in the number of ordered Special Access Service channels. The latter will be treated as a partial cancellation.

3.5.1 Cancellation Date

The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be cancelled. A verbal notice must be followed by written confirmation within 10 days. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days after the original service date, the customer has the choice of the following options:

- cancelling the Access Order with the application of cancellation charges, or
- for Special Access Service, have billing for the service commence on the 31st day beyond the original service date of the Access Order.

3.5.2 Cancellation Charge

When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:

- A. Installation of Special Access Service facilities is considered to have started when the Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.
- B. Where the customer cancels an Access Order prior to the start of installation of access facilities, no charges shall apply.
- C. Where installation of access facilities has been started prior to the cancellation, the charges specified in (1) or (2) following, whichever is lower, shall apply.
 - (1) A charge equal to the costs incurred in such installation, less net salvage. Such charge is determined as detailed in D. following.
 - (2) The charge for the minimum period of Switched or Special Access Service ordered by the customer.
- D. Charges applicable as specified in C. (1) preceding include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs.
- E. When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- F. If the Company misses a service date by more than 30 days except due to circumstances such as acts of God, governmental requirements, work stoppages and civil commotions, the customer may cancel the Access Order without incurring cancellation charges.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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3. ACCESS SERVICE ORDERING REGULATIONS (1) (Cont'd)

3.6 Service-Specific Ordering Information

3.6.1 Frame Relay Service (FRS) (2)

(C)

The customer must specify the customer's designated premises, and the type of termination

For each termination requested, the customer must specify the data transmission speed. Also, the customer must provide both points connected by a Logical Link, along with the data link connection identifier (DLCI), or address, assigned to each point, and the Committed Information Rate (CIR) of the Logical Link when establishing the permanent virtual circuit.

When ordering Logical Link(s) between a Company's FRS location to a frame relay location served by an independent exchange Company, the Company shall determine the frame relay switch(es) as well as the nearest Company serving wire center within the LATA.

3.6.2 Asynchronous Transfer Mode Cell Relay Service (ATM CRS) (2)

(C)

The customer must specify the customer's designated premises, the type of service and whether it is to be billed on a monthly rate basis or a term pricing.

3.7 Provision of Other Services

Testing Service, Additional Labor, and Special Facilities Routing shall be ordered with an Access Order. The rates and charges for these services, as set forth in other paragraphs of this Product Guide, will apply in addition to the ordering charges set forth in this paragraph and the rates and charges for the Access Service with which they are associated.

With the agreement of the Company, the items listed above may subsequently be added to the order at any time, up to and including the service date for the Access Service. When added subsequently, charges for a design change as set forth in 3.4.3 preceding will apply when an engineering review is required.

Additional Engineering is not an ordering option but will be applied to an Access Order when the Company determines that Additional Engineering is necessary to accommodate a customer request. Additional Engineering will only be required as set forth in Paragraph 6 following. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of the Company facilities is required, the order will be withdrawn, and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

The regulations, rates and charges for Additional Engineering are as set forth in Paragraph 6 following and are in addition to the regulations, rates and charges specified in this paragraph.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

(2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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4. ADVANCED DATA ACCESS SERVICES (1)(2)(3)

(C)

4.1 General

Advanced Communications Services include a new generation of fast packet network services.

4.2 Frame Relay Service

4.2.1 Service Description

Frame Relay Service (FRS) utilizes digital technology applying Link Access Procedure - D (LAPD) protocol to provide high speed access connections and throughput to customer networks. FRS enables customers to allocate circuit bandwidth to applications as desired utilizing statistical multiplexing, up to the maximum bandwidth purchased. LAPD protocol is based on CCITT recommendation I.122.

FRS requires data terminal equipment which accumulates transmitted customer data and converts it to variable length information frames for transmission over the frame relay network. FRS supports transmission speeds up to DS3 level. The Company will provide access links to the frame relay network which include the network interface at the customer's premises. The User to Network Interface (UNI) and Network to Network Interface (NNI) will conform to standards specified in Frame Relay Forum Documents FRF. 1 and FRF.2.1; American National Standards Institute (ANSI) standards T1.606, T1.606 Addendum 1, T1.606 Addendum 2 and T1.617; Consultative Committee for International Telephony and Telegraphy (CCITT) standards I.122, I.233.1 and Q.933. It is the customer's responsibility to provide terminal equipment which conforms with the above interface specifications.

The Company's frame relay network is accessed by a port connection on an FRS switch. Permanent Virtual Circuits (PVCs) are created to connect ports on n FRS switch or between FRS switches. PVCs are bi-directional channels that provide end to end service and are established through the access service request (ASR) process.

FRS is offered where facilities exist. If it is necessary to construct facilities to satisfy service requests at other locations, it may be provided pursuant to Special Construction as specified in Paragraph 8. FRS is available at service points designated by the Company and identified in the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. Tariff FCC No. 4.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.
- (2) Effective January 1, 2003, Frame Relay Service offered in this section of the Product Guide ("Obsolete Service") is no longer available to Customers who on that date are not subscribers of the Obsolete Service. Customers who on January 1, 2003 are subscribers of the Obsolete Service provided under a TPP or on a month-to-month basis may add or rearrange PVCs under this section of the Product Guide.
- (3) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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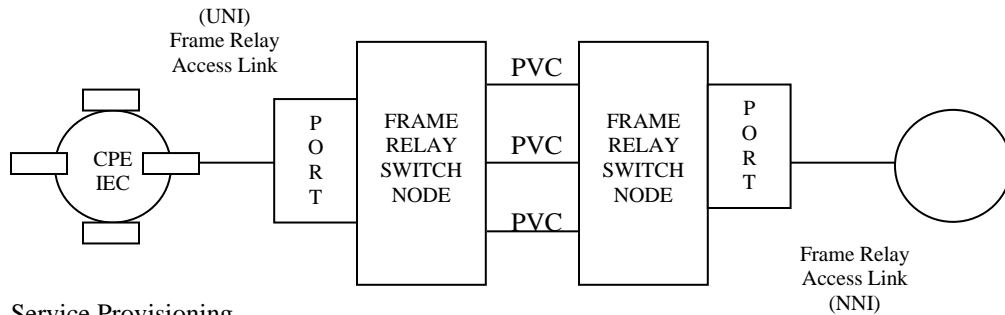
4. ADVANCED DATA ACCESS SERVICES (1)(2) (Cont'd)

(C)

4.2 Frame Relay Service (Cont'd)

4.2.1 Service Description (Cont'd)

Below is a typical configuration of Frame Relay Service (FRS)



4.2.2 Service Provisioning

FRS is subject to the General Regulations and Ordering Regulations for access service as specified in Paragraphs 2 and 3, respectively. In addition, the following apply:

Ordering Information

The following information must be specified by customers when placing an order for FRS:

- Specify whether a Network to Network Interface (NNI) or User to Network Interface (UNI) is required with the Access Link, as specified in 4.2.3.
- When an NNI connection is ordered, specify the DLCI of the customer's network as specified in 4.2.3.
- Specify the Committed Information Rate (CIR) when ordering Permanent Virtual Circuits (PVCs) as specified in 4.2.3C.
- Specify the type of link management protocol.

Limitations

The responsibility of the Company shall be limited to furnishing network equipment suitable for FRS, and to the maintenance and operation of such equipment to achieve technical specifications delineated in technical publications supporting FRS as referenced herein. The Company shall not be responsible for the through transmission of signals generated by customer provided equipment or systems, or for the quality (or defects) of such transmission or the reception of signals by such equipment or systems.

The Company shall not be responsible for error correction. Error correction is the responsibility of the customer provided frame relay compatible terminal equipment. FRS switches may discard frames with errors and may also discard frames subject to congestion control mechanisms as specified in CCITT standard I.370 and ANSI standard T1.606.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.
- (2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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4. ADVANCED DATA ACCESS SERVICES (1)(2) (Cont'd) (C)

4.2 Frame Relay Service (Cont'd)

4.2.2 Service Provisioning (Cont'd)

Service Interruptions

The Company will guarantee performance standards to all users of FRS. The average service availability is guaranteed at 99.5 percent up to the network interface. If the Company determines that the performance of the service falls below this level, it will be considered an interruption of service. The service interruption will be granted a credit allowance as specified in Paragraph 2.12.2.

4.2.3 Service Components

The Frame Relay network is accessed by Special Access links. FRS rate elements consist of Port Connections and Permanent Virtual Circuits (PVCs).

1. Access Link

The Access Link provides a channel from the customer premises to the FRS Port Connection. Access Links are provided under Paragraph 5, Special Access, applying the channel termination rate element only. Access Links are available at 56, 64, 128, 256, 384 Kbps, 1.544 Mbps and 44.736 Mbps. DS1 and Fractional DS1 Access Links must be equipped with B8ZS capability and Extended Super Frame (ESF) format. DS3 links must be equipped with B3ZS capability and C bit parity.

The customer has the option of a Network to Network Interface (NNI) as defined in Frame Relay Forum Technical Publication FRF.2.1 or User to Network Interface (UNI) as defined in Frame Relay Forum Technical Publication FRF. 1.

2. Port Connections

Port Connections are the physical entry points into the FRS network. Ports provide dedicated access to the frame relay switch at 56/64, 128, 256, 384 Kbps or 1.544 Mbps. Port Connections must be provided at the same transmission speed as the Access Link. One Access Link is required per Port Connection.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.
- (2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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4. ADVANCED DATA ACCESS SERVICES (1)(2) (Cont'd)

(C)

4.2 Frame Relay Service (Cont'd)

4.2.3 Service Components (Cont'd)

3. Permanent Virtual Circuits

The Permanent Virtual circuit (PVC) rate element provides an electronic path between two Port Connections within the frame relay network. The Data Link Connection Identifier (DLCI) is the address for the PVC which identifies the PVC connection between the customer's premises and the Company's frame relay network for a UNI connection or between the customer's frame relay network and the Company's frame relay network for an NNI connection. On an NNI connection, the customer must provide the NNI DLCI from their network to be mapped to the DLCI of the Company's network. The Company will always assign the UNI DLCI unless otherwise requested by the customer. Customers ordering a UNI connection to interconnect with another carrier's frame relay network, must provide the other carrier's NNI DLCI to the Company.

PVCs are provisioned applying the customer specified Committed Information Rate (CIR) on ports of 56/64, 128, 256, 384 Kbps, 1.544 Mbps or 44.736 Mbps. The CIR for an individual PVC cannot exceed 50% of the speed of the AccessLink. The aggregate CIR for all PVCs cannot exceed 200% of the speed of the Access Link.

Bursting is defined as the maximum throughput which can be achieved on an individual PVC. The maximum that each PVC can be defined to burst is equal to the speed of the Access Link.

4.2.4 Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>		
A. Frame Relay Port Connection UNI (User to Network Interface)				
- Per 56/64 Kbps Access Link	\$85.00			None
- Per 128 Kbps Access Link	120.00			None
- Per 256 Kbps Access Link	220.00			None
- Per 384 Kbps Access Link	320.00			None
- Per 1.544 Mbps Access Link	495.00			None
	<u>Monthly Rate</u>	<u>1 Year</u>	<u>3 Year</u>	<u>5 Year</u>
Optional Payment Plans:				
- Per 56/64 Kbps Access Link	\$70.00	\$65.00	\$60.00	None
- Per 128 Kbps Access Link	105.00	95.00	90.00	None
- Per 256 Kbps Access Link	200.00	185.00	175.00	None
- Per 384 Kbps Access Link	295.00	275.00	260.00	None
- Per 1.544 Mbps Access Link	445.00	400.00	355.00	None

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

(2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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4. ADVANCED DATA ACCESS SERVICES (1)(2) (Cont'd) (C)

4.2 Frame Relay Service (Cont'd)

4.2.4 Rates and Charges (Cont'd)

	<u>Monthly Rate</u>				<u>Nonrecurring Charge</u>
A. <u>Frame Relay Port Connection (Cont'd)</u>					
NNI (Network to Network Interface)					
- Per 1.544 Mbps Access Link	\$405.00				None
- Per 44.736 Mbps Access Link	2,300.00				None
Optional Payment Plans:					
	<u>1 Year</u>	<u>3 Year</u>	<u>5 Year</u>		
- Per 1.544 Mbps Access Link	\$360.00	\$315.00	\$270.00	None	
- Per 44.736 Mbps Access Link	N/A	2,200.00	2,100.00	None	
	<u>Monthly Rate</u>				<u>Nonrecurring Charge</u>
B. <u>Permanent Virtual Circuits</u>					
- Per PVC installed coincident with the initial service installation	\$10.00				None
- Per PVC installed subsequent to the installation of service	10.00				\$50.00
- Change of CIR on PVC	N/A				50.00
Optional Payment Plans:					
	<u>1 Year</u>	<u>3 Year</u>	<u>5 Year</u>		
- Per PVC installed coincident with the initial service installation	\$9.00	\$8.00	\$7.00	None	
- Per PVC installed subsequent to the installation of service	9.00	8.00	7.00	\$50.00	

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

(2) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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Effective: August 14, 2017

5. TESTING, MAINTENANCE AND ADDITIONAL LABOR SERVICES (1)

5.1 General

The services provided under this Product Guide shall be maintained and repaired only by the Company. The customer or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by the Company, other than by connection or disconnection of equipment or communications systems provided by the customer to the Access Service interface used, unless the Company gives its written consent.

The Company's failure to maintain services under this Product Guide is excused by labor difficulties, governmental orders, civil commotions, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control, subject to a Credit Allowance for a Service Interruption, as set forth in Paragraph 2.

5.1.1 Notification of Service-Affecting Activities

The Company will provide the customer reasonable notification of service-affecting activities that may occur during the normal operation of its business. Such activities may include, but are not limited to equipment or facility additions, removals or rearrangements, routine preventative maintenance and major switching machine change-out. Such activities affect multiple customers and services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the customer to determine reasonable notification requirements.

5.1.2 Network Contingency Plans

The Company will work cooperatively with the customer to develop network contingency plans in order to maintain maximum network capability following natural or man-made disasters which affect telecommunications services. The customer shall, in cooperation with the Company, coordinate in planning the actions to be taken to maintain maximum network capability following such disasters which affect telecommunications services.

5.1.3 Labor Sensitive Rates

When applying rates based on the number of hours worked, a Company employee's time is classified as follows:

1. Basic Time

Applies to time worked during an employee's regularly scheduled working hours in any given calendar day, e.g., 7:00 A.M. to 4:00 P.M. Depending on the work location of the employee and the union contract, an employee's regularly scheduled working hours may differ from the Company's "Business Day," as defined in Paragraph 2.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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5. TESTING, MAINTENANCE AND ADDITIONAL LABOR SERVICES (1) (Cont'd)

5.1 General (Cont'd)

5.1.3 Labor Sensitive Rates (Cont'd)

2. Overtime

Applies to time worked outside of regularly scheduled working hours on a scheduled work day.

3. Premium Time

Applies to time worked outside of a scheduled work day.

4. Call-outs

A call-out of a Company employee at a time not consecutive with the employee's regularly scheduled work period is subject to a minimum charge of four (4) hours.

When more than one Company employee is involved in the same project subject to charges based on the number of hours worked, the time for all employees is totaled before distributing the time to the applicable rate elements.

5.2 Testing Services

5.2.1 Acceptance Testing

At the customer's request and at no additional charge, the Company will cooperatively test Access Services for the parameters listed in separate subsections which follow at the time of installation. The customer may request additional acceptance testing services for additional charges.

5.2.2 Normal Maintenance

The Company maintains and repairs the services offered in this Product Guide during regularly scheduled working hours at no additional charge to the customer. The customer may request maintenance and repair outside of regularly scheduled working hours for an additional charge.

The Company will test its services only to the extent necessary to detect and/or clear troubles.

The customer shall make the services offered under this Product Guide available at times mutually agreed upon in order to permit the Company to make tests and adjustments appropriate for maintaining the services in satisfactory operating condition. These tests and adjustments will be completed within a reasonable time. No credit will be allowed for any interruptions involved during such tests and adjustments.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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5. TESTING, MAINTENANCE AND ADDITIONAL LABOR SERVICES (1) (Cont'd)

5.2 Testing Services (Cont'd)

5.2.3 Optional Testing Services

The customer may order additional testing services for additional charges. The facilities to be tested shall be made available at mutually agreed upon times when a customer orders an optional testing service.

1. Scheduled Tests

Scheduled tests are performed by the Company, after the initial installation, on a regular, e.g. monthly, basis. Scheduled tests may be performed: (1) cooperatively with Company technicians at Company offices working with customer technicians at the customer's premises or (2) manually with Company technicians at both the Company offices and the customer's premises.

There is a minimum number of scheduled tests which make up the basic offering which must be ordered by the customer. Based on the specific tests involved, a monthly charge is developed for testing service ordered by multiplying per test, per transmission path monthly rates times the number of tests ordered in a one year interval.

2. Nonscheduled Tests

Nonscheduled tests are tests performed by the Company "on demand" and may involve Company technicians at both the Company's offices and the customer's premises.

5.3 Maintenance of Service Charge

When a customer reports a trouble to the Company for clearance and (a) no trouble is found in the Company's facilities and/or (b) the trouble is determined to be in equipment or communications systems provided by other than the Company the customer shall be responsible for payment of a Maintenance of Service charge for the period from when Company personnel are dispatched until the time trouble is determined not to be in the Company's facilities.

If the trouble is later found to be in Company facilities, there will be no charge.

No credit allowance for service interruption will be applicable for a service interruption if the Maintenance of Service charge applies.

<u>Work Periods</u>	Half Hour or Fraction Thereof	
	<u>First</u>	<u>Additional</u>
Basic Time	\$52.18	\$26.37
Overtime	55.99	30.73
Premium Time	59.58	34.29

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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5. TESTING, MAINTENANCE AND ADDITIONAL LABOR SERVICES (1) (Cont'd)

5.4 Additional Engineering and Labor Services

5.4.1 Additional Engineering Service

Additional Engineering will be provided by the Company at the request of the customer only when:

1. customer requests additional technical information after the Company has already provided the technical information normally included on the Design Layout Report (DLR) as set forth in Paragraph 2 of this Product Guide.
2. Additional engineering time is incurred by the Company to engineer a customer's request for a customized Special Access Service as set forth in Paragraph 5 of this Product Guide.

When Additional Engineering charges are determined to apply, the customer is given a written estimate of the charges and a statement setting forth the justification, if warranted, for the Additional Engineering. If the customer agrees to the Additional Engineering, a firm order is established. If the customer does not want the service or facilities after being notified that Additional Engineering charges will apply, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

<u>Work Periods</u>	<u>Half Hour or Fraction Thereof</u>	
	<u>First</u>	<u>Additional</u>
Basic Time	\$62.08	\$31.09
Overtime	62.08	31.09

5.4.2 Additional Labor Service

Additional Labor Service must be requested by the customer and agreed to by the Company. The Company will notify the customer that additional labor charges will apply before it undertakes any additional labor.

1. Overtime Installation or Repair

Applies to Company installation or repair effort performed outside of normally scheduled working hours. Rates for this service are set forth in below.

2. Standby

Applies to time more than one-half (1/2) hour during which Company personnel stand by to make cooperative tests with a customer to verify facility repair on a given service, i.e., the First Half Hour or Fraction Thereof Stand By rates set forth in D(2) following are for the first chargeable half hour.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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5. TESTING, MAINTENANCE AND ADDITIONAL LABOR SERVICES (1) (Cont'd)

5.4 Additional Engineering and Labor Services (Cont'd)

5.4.2 Additional Labor Service (Cont'd)

3. Other

Additional testing, maintenance or repair of facilities which connect to facilities of other Companies, in addition to the normal effort required to test, maintain or repair facilities provided solely by the Company. Rates for this service are set forthin below.

Any other labor to accommodate a specific customer request involving labor not covered by any other paragraph of this Product Guide.

4. Hourly Rates

	Half Hour or Fraction Thereof	
	<u>First</u>	<u>Additional</u>
<u>Installation or Repair</u>		
Overtime	\$55.99	\$25.00
Premium Time	59.58	28.59
<u>Standby</u>		
Basic Time	None	21.19
Overtime	None	25.00
Premium Time	None	28.59
<u>Other</u>		
Basic Time	52.18	21.19
Overtime	55.99	25.00
Premium Time	59.58	28.59

6. RESERVED FOR FUTURE USE

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

Effective: August 14, 2017

7. SPECIAL FACILITIES ROUTING OF ACCESS SERVICES (1)

7.1 General

The services provided under this Product Guide are normally provided over such routes and facilities as the Company may select. Requests for Special Facilities Routing may be subject to either special construction or the availability said facilities. Special Facilities Routing is involved when, in order to comply with requirements specified by the customer, the Company provides arrangements in a manner which includes one or more of the following conditions as requested by the customer:

7.1.1 Diversity

Two or more services, or portions thereof, must be provided over not more than two different physical routes, e.g., physical geographical routes, separate facilities, different carrier transmission systems, different microwave systems, etc.

7.1.2 Avoidance

A service must be provided on a route which avoids specified geographical locations.

In order to avoid the compromise of Special Facilities Routing information, the Company will provide the required routing information for each specially routed service to only the ordering customer. If requested by the customer, this information will be provided when service is installed and prior to any subsequent changes in routing.

The rates and charges for Special Facilities Routing of Access Services set forth in 7.2 following are in addition to all other rates and charges that may be applicable for services provided under other paragraphs of this Product Guide.

The offering of Special Facilities Routing of Access Services contemplates the use of existing facilities. Should facilities not be available, it may be necessary to construct facilities either as (a) normal facilities, or (b) as specially constructed facilities in accordance with the regulations in Paragraph 8. In the latter case, the entire individual case basis filing shall be filed in 7.2 and will include both the rates and charges associated with Special Facilities Routing of Access Services and the applicable Special Construction rates, charges and liabilities.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

7. SPECIAL FACILITIES ROUTING OF ACCESS SERVICES (1) (Cont'd)

7.2 Rates and Charges

The rates and charges for Special Facilities Routing of Access Services are developed on an individual case basis following:

7.2.1 Diversity

For each service provided in accordance with 7.1 preceding, the rates and charges will be developed on an individual case basis.

7.2.2 Avoidance

For each service provided in accordance with 7.1 preceding, the rates and charges will be developed on an individual case basis.

7.2.3 Diversity and Avoidance Combined

For each service provided in accordance with 7.1.1 and 7.1.2 preceding, combined, the rates and charges will be developed on an individual case basis.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

8. SPECIAL CONSTRUCTION (1)

8.1 General

This paragraph describes the various charges and liabilities that may apply when the Company provides special construction of facilities in accordance with an order for service. Written approval of all liabilities and charges must be provided to the Company prior to the start of construction.

8.1.1 Conditions Requiring Special Construction

Special construction is required when 1) facilities are not available to meet an order for service, and 2) the Company constructs facilities, and 3) one or more of the following conditions exist:

- The Company has no other requirement for the facilities requested.
- It is requested that service be furnished using a type of facility, or via a route, other than that which the Company would normally utilize in furnishing the requested service.
- More facilities are requested than would normally be required to satisfy an order.
- It is requested that construction be expedited, resulting in added cost to the Company.

8.2 Maximum Termination Liability and Termination Charge

A Maximum Termination Liability is equal to the nonrecoverable costs associated with specially constructed facilities and is the maximum amount which could be applied as a Termination Charge if all specially constructed facilities were discontinued before the Maximum Termination Liability expires.

The liability period is equal to the average life of the account associated with the specially constructed facilities. The liability period is generally expressed in terms of an effective and expiration date.

The Maximum Termination Liability in decreasing amounts at ten-year intervals over the average account life of the facilities. In the event that the average account life of the facilities is not an even multiple of ten, the last increment will reflect the appropriate number of years remaining.

Example Illustrating a 27-Year Average Account Life

<u>Maximum Termination Liability</u>	<u>Effective Date</u>	<u>Expiration Date</u>
\$10,000	6/1/84	6/1/94
7,000	6/1/94	6/1/04
3,000	6/1/04	6/1/11

Prior to the expiration of each liability period, the customer has the option to (a) terminate the special construction case and pay the appropriate charges, or (b) extend the use of the specially constructed facilities for the new liability period.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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8. SPECIAL CONSTRUCTION (1) (Cont'd)

8.2 Maximum Termination Liability and Termination Charge (Cont'd)

The Company will notify the customer six months in advance of the expiration date of each ten-year liability period. The customer must provide the Company with written notification at least 30 days prior to the expiration of the liability period if termination is elected. Failure to do so will result in an automatic extension of the special construction case to the next liability period at the Maximum Termination Liability amount.

A Termination Charge may apply when all services using specially constructed facilities which have a Maximum Termination Liability are discontinued prior to the expiration of the liability period. The charge reflects the unamortized portion of the non-recoverable costs at the time of termination, adjusted for net salvage and possible reuse. Administrative costs associated with the specific case of special construction and any cost for restoring a location to its original condition are also included. A Termination Charge may never exceed the Maximum Termination Liability.

A partial termination of specially constructed facilities will be provided, at the election of the customer. The amount of the Termination Charge associated with such partial termination is determined by multiplying the termination charge which would result if all services using the specially constructed facilities were discontinued, at the time partial termination is elected, by the percentage of specially constructed facilities to be partially terminated.

Example

A customer with a Maximum Termination Liability of \$100,000 for 3600 specially constructed facilities requests a partial termination of 900 facilities. The Termination Charge for all facilities, at the time of election, is \$60,000. The partial termination charge, in this example, is $\$60,000 \times 900/3600$, or \$15,000.

8.3 Annual Underutilization Liability and Underutilization Charge

Prior to the start of special construction, the Company and the customer will agree on (1) the quantity of facilities to be provided, and (2) the length of the planning period during which the customer expects to place the facilities in service. The planning period is referred to as the Initial Liability Period (ILP).

Underutilization occurs only if, at the expiration date of the ILP and annually thereafter, less than 70 percent of the specially constructed facilities are in service at Product Guide services rates.

An annual underutilization liability amount is on a per unit basis for each case of special construction. This amount is equal to the annual per unit cost and includes depreciation, maintenance, administration, return, taxes and any other costs identified in the supporting documentation.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

Effective: August 14, 2017

8. SPECIAL CONSTRUCTION (1) (Cont'd)

8.3 Annual Underutilization Liability and Underutilization Charge (Cont'd)

Upon the expiration of the ILP, the number of underutilized facilities, if any, are multiplied by the annual underutilization liability amount. This product is then multiplied by the number of years (including any fraction thereof) in the ILP to determine the underutilization charge.

Annually thereafter, the number of underutilized facilities, if any, existing on the anniversary of the ILP expiration date will be multiplied by the annual underutilization liability amount to determine the underutilization charge for the preceding 12 month period.

8.4 Types of Liabilities and Charges

8.4.1 Lease Charge

This charge applies when the Company leases equipment in order to meet service requirements. The amount of the charge is equal to the net added cost to the Company caused by the lease.

8.4.2 Cancellation Charge

If a service order with which special construction is associated is cancelled prior to the start of service, a cancellation charge will apply. The charge will include all nonrecoverable costs incurred by the Company in associated with the special construction up to and including the time of cancellation.

8.4.3 Deferral of Start of Service

The Company may be requested to defer the start of service which will use specially constructed facilities subject to the provisions set forth in the Product Guide under which service is being provided. Requests for special construction deferral must be in writing and are subject to the following conditions.

1. If the Company has not incurred any installation costs before receiving a request for deferral, no charge applies.
2. If the construction of facilities has begun before the Company receives a request for deferral, charges will vary when All Services Are Deferred or when only Some Services Are Deferred

When all services which will use specially constructed facilities are deferred, a charge based on the costs incurred by the Company during each month of the deferral will apply. Those costs include the recurring costs for that portion of the facilities already completed and any other costs associated with the deferral. The cost of any components of the nonrecurring charge which have been completed at the time of deferral will also apply.

When some services which will use the specially constructed facilities are deferred, the construction case will be completed and all special construction charges will apply.

3. If the construction of facilities has been completed before the Company receives a request for deferral, all special construction charges will apply.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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8. SPECIAL CONSTRUCTION (1) (Cont'd)

8.5 Definitions

Actual Cost - The term "Actual Cost" denotes all costs charged against a specific case of special construction, including any appropriate taxes.

Annual Underutilization Liability - The term "Annual Underutilization Liability" denotes a per unit amount which may be billed annually if fewer services are in use utilizing specially constructed facilities at rates than were originally specially constructed.

Average Account Life - The term "Average Account Life" denotes the depreciation life prescribed by Federal Communications Commission for each class of telephone plant.

Estimated Cost - The term "Estimated Cost" denotes all estimated costs that will be incurred in providing a specific case of special construction, including any appropriate taxes.

Facilities - The term "Facilities" denotes any cable, poles, conduit, microwave or carrier equipment, wire center distribution frames, central office switching equipment, etc., utilized to provide intrastate services as referenced in this Product Guide.

Initial Liability Period - The term "Initial Liability Period" denotes the initial planning period during which the customer expects to place specially constructed facilities in service.

Installed Cost - The term "Installed Cost" denotes the total investment (estimated or actual) required by the Company to provide specially constructed facilities.

Maximum Termination Liability Period - The term "Maximum Termination Liability Period" denotes the length of time during which a termination charge may apply if all services using specially constructed facilities are terminated. The liability period is equal to the average account life of the specially constructed facilities. When the construction involves multiple classes of plant with differing lives, the liability period is equal to the weighted average of the account lives involved in the special construction case, using nonrecoverable investment as the basis for weighting. The duration of the maximum termination liability period will be specified in the Product Guide.

Net Salvage - The term "Net Salvage" denotes the estimated scrap, sale, or trade-in value, less the estimated cost of removal. Cost of removal includes the costs of demolishing, tearing down, or otherwise disposing of the material and any other applicable costs. Since the cost of removal may exceed salvage value, net salvage may be negative.

Nonrecoverable Cost - The term "Nonrecoverable Cost" denotes the cost of specially constructed facilities for which the Company has not foreseeable use should the service be terminated.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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8. SPECIAL CONSTRUCTION (1) (Cont'd)

8.5 Definitions (Cont'd)

Normal Construction - The term "Normal Construction" denotes all facilities the Company would normally use to provide service in the absence of a request for special construction.

Normal Cost - The term "Normal Cost" denotes the estimated cost to provide services using normal construction.

Permanent Facilities - The term "Permanent Facilities" denotes facilities providing service for one month or more.

Recoverable Cost - The term "Recoverable Cost" denotes the cost of the specially constructed facilities for which the Company has a foreseeable reuse, either in place or elsewhere, should the service be terminated.

Termination Charge - The term "Termination Charge" denotes the portion of the Maximum Termination Liability that is applied as a nonrecurring charge when all services are discontinued prior to the expiration of the specified liability period.

(1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.

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9. DIGITAL SERVICES (1)(2)(3)

(C)

9.1. Frame Relay Service

9.1.1. General

Frame Relay Service (FRS) is a connection oriented digital switched high speed data service that allows for the transfer of variable length frames (segments of Customer Data) across a wide geographical area. This high speed data service utilizes digital access facilities and a high performance frame relay switch to allow for the efficient transfer of data between various customer locations. A connection between customer selected access links is established within the frame relay switch through a software defined logical connection called a Permanent Virtual Circuit (PVC). The service will provide the customer with the ability to efficiently connect various locations throughout the state.

The overall service performance is dependent upon the customer provided terminal equipment (e.g. CSU/DSUs, Routers, FRADS) conforming to the interface and performance specifications of the Company's Network Interface equipment and to the technical specifications of Frame Relay Service. Interface and technical specification criteria that comply with the current industry standards are provided to each customer subscribing to FRS.

The demarcation point between the Company network and the customer's equipment/facilities is located at the minimum point of penetration into the customer premises. This is usually located within the telephone equipment room or area. If the customer requires additional inside wire beyond the Network Interface, the customer may provide it, hire a contractor, or request the Company's agent to install it on a time and material basis. This may, however, incur additional charges for design review and/or equipment to ensure proper performance.

It shall be the responsibility of the customer to ensure the continuing compatibility of the customer-provided equipment (CPE) that is used in conjunction with FRS. FRS requires data terminal equipment which accumulates transmitted customer data and converts it to variable length information frames for transmission over the frame relay network. The Company will provide access links to the frame relay network.

The reporting of a service outage to the appropriate trouble center is the responsibility of the customer.

The Education market is limited to public and private schools (grades Kindergarten through 12) and libraries.

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.
- (2) Effective January 1, 2003, Frame Relay Service and ATM Service offered in this section of the Product Guide ("Obsolete Services") are no longer available to Customers who on that date are not subscribers of these Obsolete Services. Customers who on January 1, 2003 are subscribers of the Obsolete Services provided under a TPP may add or rearrange PVCs under this section of the Product Guide.
- (3) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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9. DIGITAL SERVICES (1)(2)(3) (Cont'd)

(C)

9.1. Frame Relay Service (Cont'd)

9.1.2 Definitions

Access Link - Digital link between the customer premises and the Company's Frame Relay switch. The link includes a dedicated digital access line and a port on the frame relay switch.

Frame - A variable length segment of data with a header, trailer and user data, which is switched through the network as an integral unit.

Permanent Virtual Circuit (PVC) - A software defined connection within the frame relay switch that provides a logical communications path between two Access Links on the Frame Relay network.

9.1.3 Rate Schedule

The following rates and charges are applicable to Frame Relay Service.

<u>Access Link</u>	<u>Term</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
DS0 Access Link (each)	Monthly	\$170.00	\$580.00
	1 Year	150.00	580.00
	3 Year	140.00	580.00
	5 Year	130.00	580.00
128 Kbps Access Link (each)	Monthly	400.00	615.00
	1 Year	350.00	615.00
	3 Year	340.00	615.00
	5 Year	335.00	615.00
256 Kbps Access Link (each)	Monthly	500.00	615.00
	1 Year	450.00	615.00
	3 Year	425.00	615.00
	5 Year	400.00	615.00
384 Kbps Access Link (each)	Monthly	550.00	615.00
	1 Year	500.00	615.00
	3 Year	475.00	615.00
	5 Year	450.00	615.00
DS1 Access Link (each)	Monthly	680.00	615.00
	1 Year	620.00	615.00
	3 Year	560.00	615.00
	5 Year	495.00	615.00

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- (2) Effective January 1, 2003, Frame Relay Service and ATM Service offered in this section of the Product Guide ("Obsolete Services") are no longer available to Customers who on that date are not subscribers of these Obsolete Services. Customers who on January 1, 2003 are subscribers of the Obsolete Services provided under a TPP may add or rearrange PVCs under this section of the Product Guide.
- (3) Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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9. DIGITAL SERVICES (1)(2)(3) (Cont'd) (C)

9.1 Frame Relay Service (Cont'd)

9.1.3 Rate Schedule (Cont'd)

	<u>Term</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<u>PVC</u>			
Ordered simultaneously with Access Links (each)	Monthly	\$10.00	N/A
	1 Year	9.00	N/A
	3 Year	8.00	N/A
	5 Year	7.00	N/A
Not ordered simultaneously with Access Links (each)	Monthly	10.00	\$50.00
	1 Year	9.00	50.00
	3 Year	8.00	50.00
	5 Year	7.00	50.00
One Time Charge to Change Frame Relay Access Link Speeds		---	200.00

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9. DIGITAL SERVICES (1)(2)(3) (Cont'd)

(C)

9.1 Frame Relay Service (Cont'd)

9.1.3 Rate Schedule (Cont'd)

The following rates and charges are applicable to Frame Relay Service for the Education market.

<u>Access Link</u>	<u>Term</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
DS0 Access Link (each)	Monthly	\$170.00	\$580.00
	1 Year	135.00	580.00
	3 Year	130.00	580.00
	5 Year	122.00	580.00
128 Kbps Access Link (each)	Monthly	400.00	615.00
	1 Year	350.00	615.00
	3 Year	340.00	615.00
	5 Year	335.00	615.00
256 Kbps Access Link (each)	Monthly	500.00	615.00
	1 Year	450.00	615.00
	3 Year	425.00	615.00
	5 Year	400.00	615.00
384 Kbps Access Link (each)	Monthly	550.00	615.00
	1 Year	500.00	615.00
	3 Year	475.00	615.00
	5 Year	450.00	615.00
DS1 Access Link (each)	Monthly	680.00	615.00
	1 Year	550.00	615.00
	3 Year	530.00	615.00
	5 Year	460.00	615.00
<u>PVC</u>			
Ordered simultaneously with Access Links (each)	Monthly	\$10.00	N/A
	1 Year	9.00	N/A
	3 Year	8.00	N/A
	5 Year	7.00	N/A
Not ordered simultaneously with Access Links (each)	Monthly	10.00	50.00
	1 Year	9.00	50.00
	3 Year	8.00	50.00
	5 Year	7.00	50.00
One Time Charge to Change Frame Relay Access Link Speeds		---	200.00

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9. DIGITAL SERVICES (1)(2)(3) (Cont'd)

(C)

9.1 Frame Relay Service (Cont'd)

9.1.4 Termination Liability

If the customer chooses a one year term, and the FRS service is discontinued prior to the minimum service period, the customer will be billed for the remaining number of months times the monthly payment. If the customer chooses a three year term or longer, and the FRS service is discontinued prior to the minimum service period of the term period, the customer will be billed for the remaining number of months times the monthly payment for the first year, and the present worth of the remaining monthly charges of the unexpired portion for years two and beyond.

9.2 Asynchronous Transfer Mode

9.2.1 General

Asynchronous Transfer Mode (ATM) is a fast-packet based switching and transport technology that can support user voice, video and data applications over a single physical access link. This high-speed service utilizes digital access facilities and high performance ATM switches to allow for the efficient transfer of voice, video and data between various customer locations. A connection between customer selected access links is established within the ATM switches through a software defined logical connection called a Permanent Virtual Circuit (PVC). The service will provide the customer with the ability to efficiently connect various locations throughout the state.

As a fast-packet switched service ATM can support user voice, video, and data applications over a single physical access link. An ATM customer's voice, video and data applications are aggregated onto a single access link by a switch or multiplexer (provided by the customer) and transported to the ATM network. Once the information arrives at the network, the network switches the information to the correct destination for delivery. Each application (voice, video, and data) can be delivered to a different destination at the same time.

ATM service uses digital transmission facilities and advanced ATM cell switching and transport technology to provide a connection oriented high speed service. "Connection oriented" means that data transmissions (cells or segments of end user data) sent through the ATM network always follow the same pre-defined path with the data arriving in the order it was sent. The Wide Area Network (WAN) connection of an ATM Service is provided through the use of digital access facilities between a customer's premise and an ATM node (switch port). A virtual connection between customer selected locations is established within the ATM switches through a software defined logical connection called a Permanent Virtual Circuit (PVC). The software defined PVC allows for a real time dynamic allocation of switch capacity.

ATM Service is furnished on a full time basis (24 hours a day 7 days a week).

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9. DIGITAL SERVICES (1)(2)(3) (Cont'd)

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9.2 Asynchronous Transfer Mode (Cont'd)

9.2.1 General (Cont'd)

The overall service performance is dependent upon the customer provided terminal equipment (routers, switches, etc.) conforming to the interface and performance specifications of the Company's Network Interface equipment and to the technical specifications of ATM Service. Interface and technical specification criteria that comply with the industry's current standards, are provided to each customer that subscribes to ATM Service.

The demarcation point between the Company network and the customer's equipment/facilities, is located at the minimum point of penetration into the customer premises. This is usually located within the telephone equipment room or area. If the customer requires additional inside wire beyond the Network Interface, the customer may provide it, hire a contractor, or request the Company's agent to install it on a time and material basis. This work may, however, require the customer to incur additional charges for design review and/or equipment to ensure proper performance.

In central offices where multiple ATM switches exist, a customer request for additional ports may require the Company to reconfigure the customer's existing ports. For the customer to take advantage of the no charge intraoffice bandwidth feature of ATM service, all of the customer's DS3 and OC3 ports must terminate on the same ATM switch. The reconfigure of the customer's existing ports will result in a service outage the duration of which will be determined by the Company and coordinated with the customer. If the customer requires that no service outage occur then Interoffice bandwidth per *V*i megabit rates will be charged for the interswitch usage.

All ATM DS3 and OC3 service requests are evaluated on an Individual Case Basis (ICB) to determine availability and installation intervals.

It shall be the responsibility of the customer to ensure the continuing compatibility of the customer-provided equipment (CPE) that is used in conjunction with ATM service. ATM service requires data terminal equipment that accumulates transmitted customer data and converts it to fixed length information cells for transmission over the ATM network. The Company will provide access links to the ATM network that includes the network interface at the customer's premises. The User to Network Interface (UNI) will conform to standards specified in ATM Forum Documents UNI 3.0/3.1. It is the customer's responsibility to provide terminal equipment that conforms with the above interface specifications.

The customer is responsible for the installation, operation and maintenance of any and all end user provided terminal equipment, communication system and software. The Company does not guarantee end-to-end capability of end user premises equipment for ATM Service.

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- (2) Effective January 1, 2003, Frame Relay Service and ATM Service offered in this section of the Product Guide ("Obsolete Services") are no longer available to Customers who on that date are not subscribers of these Obsolete Services. Customers who on January 1, 2003 are subscribers of the Obsolete Services provided under a TPP may add or rearrange PVCs under this section of the Product Guide.
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9. DIGITAL SERVICES (1)(2)(3) (Cont'd) (C)

9.2 Asynchronous Transfer Mode (Cont'd)

9.2.2 ATM Service Elements

Access Port and Loop

The port connection and local access loop are bundled into one element. The port connection is the point of entry into the ATM network and its speed matches the access link (DS1, DS3 or OC3). A single port connection will support multiple logical connections to many different remote locations. All the users, applications and protocols will share these virtual circuits in most cases.

The access loop is the physical transmission facility that connects the customer's site to the serving central office. The transmission facility is provisioned as a DS1, DS3 or OC3, and is delivered as a digital facility on copper (DS1) or fiber (DS3, OC3). There are two types of OC3 access loops available: protected and non-protected. A protected OC3 local loop provides both primary and backup loop connections. If the primary connection fails, the backup takes over. The non-protected OC3 local loop provides a single local loop connection. With this option, if the non-protected local loop fails there is no protection available. ATM DS3 access loops are always protected.

Interoffice Access Link

If the customer's serving central office is not a ATM switching hub, an interoffice access link will be required to connect to the nearest ATM switching hub. The transmission facility is provisioned as a DS1, DS3 or OC3. There are two types of OC3 interoffice access links available: protected and non-protected. A protected OC3 interoffice access link provides both primary and backup interoffice connections. If the primary connection fails, the backup takes over, the non-protected OC3 interoffice access link provides a single interoffice connection. With this option, if the non-protected interoffice link fails there is no protection available. ATM DS3 interoffice access links are always protected.

ATM Backbone Bandwidth

ATM backbone bandwidth is required to communicate between ATM ports that connect to ATM switches located in different central offices. There are three different types of backbone bandwidth: ATM CBR - Constant Bit Rate, ATM VBR - Variable Bit Rate and ATM UBR - Unspecified Bit Rate. ATM CBR bandwidth supports applications, such as voice and video, which require dedicated bandwidth. ATM VBR bandwidth supports bursty type applications, such as data, which can tolerate the sharing of bandwidth with other users. ATM UBR bandwidth is a "best effort" type of service that supports applications that do not require a guaranteed level of service.

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9. DIGITAL SERVICES (1)(3)(4) (Cont'd)

(C)

9.2 Asynchronous Transfer Mode (Cont'd)

9.2.2 ATM Service Elements (Cont'd)

ATM Cells

ATM simplifies information transfer and exchange by compartmentalizing information into uniform segments called cells. The cell is broken into two main sections, the header and the payload. The Header (5 bytes) is the addressing mechanism. The Payload (48 bytes) is the portion which carries the actual information-either voice, data, or video. These cells allow any type of information, such as voice, video or data to be transmitted over almost any type of digitized communications medium (i.e., fiber optics or copper wire). ATM can also be described as "cell relay" because all information is segmented into short, fixed-length cells and then relayed from one point to another based on the destination address in the cell. At the destination, cells are reassembled into the original information.

9.2.3 Rate Schedule

The following rates and charges apply to ATM Service.

<u>Access Link</u>	<u>Term</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
ATM DS1 (each)	1 Year	\$553.00	\$1,100.00
	3 Year	501.00	1,100.00
	5 Year	457.00	1,100.00
ATM DS3 (each) (Protected)	1 Year	1,880.00	1,500.00
	3 Year	1,690.00	1,500.00
	5 Year	1,550.00	1,500.00
ATM OC3 (2) (each) (Protected) (2)	1 Year	3,500.00	2,000.00
	3 Year	3,300.00	2,000.00
	5 Year	3,100.00	2,000.00
ATM OC3 Fiber Only (2) (each) (Not Protected) (2)	1 Year	1,480.00	2,000.00
	3 Year	1,340.00	2,000.00
	5 Year	1,200.00	2,000.00

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.
- (2) The OC3 Fiber Only solution has distance limitations for the combined access link and interoffice access mileage that is determined on an individual case basis by the Company.
- (3) Effective January 1, 2003, Frame Relay Service and ATM Service offered in this section of the Product Guide ("Obsolete Services") are no longer available to Customers who on that date are not subscribers of these Obsolete Services. Customers who on January 1, 2003 are subscribers of the Obsolete Services provided under a TPP may add or rearrange PVCs under this section of the Product Guide.
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9. DIGITAL SERVICES (1)(3)(4) (Cont'd)

(C)

9.2 Asynchronous Transfer Mode (Cont'd)

9.2.3 Rate Schedule (Cont'd)

	<u>Term</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<u>Access Mileage</u>			
ATM DS1 Interoffice (per mile)	1 Year	\$22.00	NA
	3 Year	20.00	NA
	5 Year	18.00	NA
ATM DS3 Interoffice (per mile) (Protected)	1 Year	145.00	NA
	3 Year	135.00	NA
	5 Year	125.00	NA
ATM OC3 Interoffice Fiber Only (Not Protected) (per mile) (2)	1 Year	120.00	NA
	3 Year	110.00	NA
	5 Year	100.00	NA
ATM OC3 Interoffice (per mile) (Protected)	1 Year	430.00	NA
	3 Year	410.00	NA
	5 Year	390.00	NA
<u>Bandwidth per ½ Megabit</u> (includes PVC charge) (2)			
ATM CBR – Constant Bit Rate	1 Year	22.00	NA
	3 Year	20.00	NA
	5 Year	18.00	NA
ATM VBR – Variable Bit Rate	1 Year	8.80	NA
	3 Year	8.00	NA
	5 Year	7.00	NA
ATM UBR – Unspecified Bit Rate (Not Protected) (per mile) (2)	1 Year	6.00	NA
	3 Year	5.50	NA
	5 Year	5.00	NA
Remove or Add Bandwidth to Port, Per Port		NA	\$300.00
Rearrange Bandwidth or PVC, Per Port		NA	100.00

- (1) Services provided in this Section of the Product Guide were formerly provided by AT&T Corp, d/b/a AT&T Advanced Solutions. These services are obsolete and are only provided to customers who subscribed to them prior to January 1, 2003.
- (2) Bandwidth Rates apply to each port (DS1, DS3 and OC3), apply to all interoffice bandwidth associated with a port including bandwidth used for ATM to Frame Relay interworking. Bandwidth rates do not apply to intraoffice bandwidth associated with a port. The maximum number of billable Usage increments (QA Mbps) will not exceed the speed of the associated port, such as 1.5Mbps and 45Mbps, and increments are rounded up to the next ½ Mbps.
- (3) Effective January 1, 2003, Frame Relay Service and ATM Service offered in this section of the Product Guide ("Obsolete Services") are no longer available to Customers who on that date are not subscribers of these Obsolete Services. Customers who on January 1, 2003 are subscribers of the Obsolete Services provided under a TPP may add or rearrange PVCs under this section of the Product Guide.
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9. DIGITAL SERVICES (1)(2)(3) (Cont'd)

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9.2 Asynchronous Transfer Mode (Cont'd)

9.2.4 Termination Liability and Cancellation Charges

ATM service is available with a minimum service period of one (1) year. Removal of the service in total prior to the end of one (1) year, except as noted below, shall generate a termination charge. If the customer removes the service prior to the end of one (1) year, the customer will be billed for the remaining number of months times the monthly payment. If the customer chooses the three year term or longer, and the ATM service is discontinued prior to the minimum service period of the term period, the customer will be billed for the remaining number of months times the monthly payment for the first year, and the present worth of the remaining monthly charges of the unexpired portion for years two and beyond.

The customer has the option to upgrade the speed of the service at any time during the contract period without incurring a termination charge. However, a one time access speed change charge or NRC will apply. These changes may also require a brief service interruption.

<u>Access Speed Change</u>	<u>Charges</u>
Changes from DS-1 to DS3 or OC3	Full NRC for the new service
Changes from DS3 to OC3	Full NRC for the new service

Cancellation charges apply if the service order request is canceled in whole or in part prior to complete installation or start of service. The customer is responsible for payment of the non-recoverable expense (consisting of the loss on equipment and facilities installed or in the process of being installed, the installation labor, cost of removal and other expense factors involved) incurred by the Company in connection with the order.

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